

COURSE OVERVIEW CM0144
Effective Contract Management

Course Title

Effective Contract Management

Course Date/Venue

Session 1: January 26-30, 2025/Boardroom 1,
 Elite Byblos Hotel Al Barsha, Sheikh
 Zayed Road, Dubai, UAE

Session 2: June 29-July 03, 2025/Slaysel 02
 Meeting Room, Movenpick Hotel &
 Resort Al Bida'a Kuwait, City of Kuwait



Course Reference

CM0144



Course Duration/Credits

Five days/3.0 CEUs/30 PDHs

Course Description



This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.



This course is designed to provide participants with a complete and up-to-date overview of Certified Contract Management. It covers the importance of contract management and the key roles and responsibilities of contract managers; the contract lifecycle including the legal and ethical considerations in contract management; the contract formation, pre-contract activities and requirements; the types of contracts and their key features, contract terms and conditions; and the negotiation strategies and techniques, contract risk management and dispute resolution mechanisms.



Further, the course will also discuss the contract management process and systems; the contract performance monitoring and evaluation; the change management, contract modifications and compliance with contractual obligations; the budgeting and cost control in contract management, payment terms and invoicing processes; the financial analysis, reporting, contract termination and settlement; establishing effective supplier relationships; selecting and evaluating supplier; managing supplier performance; and the supplier development and collaboration.

During this interactive course, participants will learn the legal and regulatory compliance and contract law and its implications; the intellectual property considerations in contracts, data protection and privacy in contract management; the compliance with industry-specific regulations; the advanced negotiation techniques, resolving conflicts and managing difficult conversation; the mediation and arbitration in contract disputes and strategies for win-win outcomes; the key performance indicators (KPIs) for contracts and monitoring and measuring contract performance; the quality assurance and continuous improvement; auditing and reviewing contract management; the contract closeout procedures and documentation; evaluating contract performance and outcomes.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain a comprehensive knowledge on effective contract management
- Discuss the importance of contract management and identify the key roles and responsibilities of contract managers
- Explain the contract lifecycle including the legal and ethical considerations in contract management
- Identify contract formation, pre-contract activities and requirements, the types of contracts and their key features, contract terms and conditions
- Carryout negotiation strategies and techniques, contract risk management and dispute resolution mechanisms
- Implement contract management process and systems as well as apply contract performance monitoring and evaluation
- Employ change management and contract modifications and ensure compliance with contractual obligations
- Perform budgeting and cost control in contract management and payment terms and invoicing processes
- Carryout financial analysis, reporting, contract termination and settlement
- Establish effective supplier relationships, select and evaluate supplier, manage supplier performance and apply supplier development and collaboration
- Discuss legal and regulatory compliance covering contract law and its implications, intellectual property considerations in contracts, data protection and privacy in contract management and compliance with industry-specific regulations
- Employ advanced negotiation techniques, resolve conflicts, manage difficult conversation and apply mediation and arbitration in contract disputes and strategies for win-win outcomes
- Recognize key performance indicators (KPIs) for contracts, monitor and measure contract performance, carryout quality assurance and continuous improvement and audit and review contract management
- Apply contract closeout procedures and documentation and evaluate contract performance and outcomes

Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.

Who Should Attend

This course provides an overview of all significant aspects and considerations of contract management for those involved in the planning, administration and close-out of projects and contracts, whatever their particular responsibilities are, who wish to learn how to manage conflicts that might arise between any of the parties during any phase of the project's or contract's progress and execution.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Fee

Dubai	US\$ 5,500 per Delegate + VAT . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Kuwait	US\$ 5,500 per Delegate + VAT . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.
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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Instructor

This course will be conducted by the following instructor. However, we have the right to change the course instructor prior to the course date and inform participants accordingly:



Dr. Chris Le Roux, PhD, MSc, BSc, PMI-PMP, is a **Senior Management Consultant** with over **40 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **Contract Management, Tender Development, Contract Standards & Laws, Dispute Resolution & Risk Identification, Global Diverse & Virtual Teams Operation, Exceeding Customer Expectations, Corporate Governance Best Practice, Business Performance Management & Improvement, Building Environment of Trust & Commitment, Leadership Skills, Presentation Skills, Communication & Interpersonal Skills, Effective Communication & Influencing Skills, Effective Business Writing Skills, Creative Thinking & Problem-Solving Techniques, Emotional Intelligence, Writing Business Documents, Business Writing (Memo & Report Writing), Leadership & Team Building, Psychology of Leadership, Interpersonal Skills & Teamwork, Coaching & Mentoring, Innovation & Creativity, Office Management & Administration Skills, Controlling Your Time & Managing Stress, Crisis Management, Strategic Human Resources Management, Change Management, Negotiation Skills, Strategic Planning, Risk Analysis & Risk Management, Win-Win Negotiation Strategies, Quality Improvement & Resource Optimization, Neuro Linguistic Programming (NLP), Personal Resilience Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, Career Management, Situation & Behaviour Analysis, Interpersonal Motivation Skills, Inventory Management, Financial Administration, Project & Contracts Management Skills, Project & Construction Management, Project Planning, Scheduling & Control, Project Management, Project Delivery & Governance Framework, Project Management Practices, Project Management Disciplines, Project Risk Management, Risk Identification Tools & Techniques, Project Life Cycle, Project Stakeholder & Governance, Project Management Processes, Project Integration Management, Project Management Plan, Project Work Monitoring & Control, Project Scope Management, Project Time Management, Project Cost Management, Project Quality Management, Quality Assurance, Project Human Resource Management and Project Communications Management. Further, he is also well-versed in Water Supply System Security, Vulnerability & Terrorism, Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Preventive Actions and Situation Analysis. He was the **Psychologist & Project Manager** wherein he was responsible in the project management and private psychology practices.**

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Director, Medico Legal Assessor Psychologist, Training & Development General Manager, Project Manager, Account Manager, Commercial Sales Manager, Manager, Sales Engineer, Project Specialist, Psychology Practitioner, Senior HR Consultant, Senior Lecturer, Senior Consultant/Trainer, Business Consultant, Assistant Chief Education Specialist, ASI Coordinator, Part-time Lecturer/Trainer, PMP & Scrum Trainer, Assessor & Moderator, Team Leader, Departmental Head, Technical Instructor/Qualifying Technician, Apprentice Electrician: Signals and Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars, CBM Training, just to name a few.

Dr. Le Roux has a **PhD in Commerce Major in Leadership in Performance & Change**, a **Master's degree in Human Resource Management**, a **Bachelor's degree (with Honours) in Industrial Psychology**, a **National Higher Diploma** and a **National Technical Diploma in Electrical & Mechanical Engineering**. Further, he is a **Certified Project Management Professional (PMI-PMP)**, a **Certified Scrum Master Trainer** by the VMEdU, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**. Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator, Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

Course Program

The following program is planned for this course. However, the course instructor may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	PRE-TEST
0830 - 0930	Introduction to Contract Management Contract Management & Its Importance • Key Roles & Responsibilities of Contract Managers • The Contract Lifecycle • Legal & Ethical Considerations in Contract Management
0930 - 0945	Break
0945 – 1100	Contract Formation Pre-contract Activities & Requirements
1100 – 1230	Contract Formation (cont'd) Types of Contracts & their Key Features
1230 - 1245	Break
1245 - 1420	Contract Formation (cont'd) Contract Terms & Conditions • Negotiation Strategies & Techniques
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day One

Day 2

0730 - 0930	Contract Risk Management Identifying & Assessing Contract Risks • Mitigating & Managing Contract Risks
0930 - 0945	Break
0945 - 1100	Contract Risk Management (cont'd) Insurance & Indemnification in Contracts • Dispute Resolution Mechanisms
1100 - 1230	Contract Administration Implementing Contract Management Processes & Systems • Contract Performance Monitoring & Evaluation
1230 - 1245	Break
1245 - 1420	Contract Administration (cont'd) Change Management & Contract Modifications • Ensuring Compliance with Contractual Obligations
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Two

Day 3

0730 - 0930	Financial Aspects of Contract Management <i>Budgeting & Cost Control in Contract Management • Payment Terms & Invoicing Processes</i>
0930 - 0945	<i>Break</i>
0945 - 1100	Financial Aspects of Contract Management (cont'd) <i>Financial Analysis & Reporting for Contracts • Contract Termination & Settlement</i>
1100 - 1230	Supplier Relationship Management <i>Establishing Effective Supplier Relationships • Supplier Selection & Evaluation</i>
1230 - 1245	<i>Break</i>
1245 - 1420	Supplier Relationship Management (cont'd) <i>Managing Supplier Performance • Supplier Development & Collaboration</i>
1420 - 1430	Recap <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow</i>
1430	<i>Lunch & End of Day Three</i>

Day 4

0730 - 0930	Legal & Regulatory Compliance <i>Contract Law & Its Implications • Intellectual Property Considerations in Contracts</i>
0930 - 0945	<i>Break</i>
0945 - 1100	Legal & Regulatory Compliance (cont'd) <i>Data Protection & Privacy in Contract Management • Compliance with Industry-Specific Regulations</i>
1100 - 1230	Contract Negotiation & Conflict Resolution <i>Advanced Negotiation Techniques • Resolving Conflicts & Managing Difficult Conversations</i>
1230 - 1245	<i>Break</i>
1245 - 1420	Contract Negotiation & Conflict Resolution (cont'd) <i>Mediation & Arbitration in Contract Disputes • Strategies for Win-Win Outcomes</i>
1420 - 1430	Recap <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow</i>
1430	<i>Lunch & End of Day Four</i>

Day 5

0730 - 0930	Contract Performance & Quality Assurance <i>Key Performance Indicators (KPIs) for Contracts • Monitoring & Measuring Contract Performance</i>
0930 - 0945	<i>Break</i>
0945 - 1100	Contract Closeout & Lessons Learned <i>Contract Closeout Procedures & Documentation • Evaluating Contract Performance & Outcomes</i>

1100 - 1230	Contract Performance & Quality Assurance (cont'd) <i>Quality Assurance & Continuous Improvement • Auditing & Reviews in Contract Management</i>
1230 - 1245	<i>Break</i>
1245 - 1345	Contract Closeout & Lessons Learned (cont'd) <i>Capturing Lessons Learned for Future Contracts • Best Practices in Contract Management</i>
1345 - 1400	Course Conclusion <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course</i>
1400 - 1415	POST TEST
1415 - 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch & End of Course</i>

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-



Course Coordinator

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