



Claims Management & Dispute Resolution Masterclass

Project Management & Contracts

QGT-PMC-171 | Masterclass | 5 or 10 days | Online, classroom, in-house

Course overview

Claims Management & Dispute Resolution Masterclass is a senior-level masterclass on strategy and performance in Claims Management & Dispute Resolution. It covers the principles, the requirements of PMI PMBOK, FIDIC, AACE and ISO 21502, and the practical methods used on site, with case studies from operations in the Gulf, Africa and worldwide. Available online, in the classroom in 60 cities, or in-house.

What participants will be able to do

- Explain the principles, terminology and scope of Claims Management & Dispute Resolution
- Apply the relevant requirements of PMI PMBOK, FIDIC, AACE and ISO 21502
- Use practical tools, checklists and calculations with confidence
- Recognise common problems, risks and root causes and choose the right corrective action
- Build a business case and roadmap their leadership team can act on

Who should attend

Designed for project managers, planners, contract engineers and commercial staff in senior and leadership roles.

Course outline (5 days)

Day 1: Strategic view of Claims Management & Dispute Resolution

Trends, regulation and what leading companies do differently

Day 2: Benchmarking and performance

KPIs, maturity models and gap analysis

Day 3: Lessons from major incidents and projects

Decision points that changed outcomes

Day 4: Leading the change

Building the business case, budget and team capability

Day 5: Masterclass forum

Expert panel, peer exchange and personal roadmap

What the 10-day edition adds

Day 6: Applied project, part 1 – Apply the week-one methods to a case from your organisation

Day 7: Data and digital tools – Software, spreadsheets and digital tools used in practice

Day 8: Lessons from incidents and audits – What investigations and audit findings teach

Day 9: Applied project, part 2 – Complete, test and refine your solution

Day 10: Presentations and final assessment – Present to the group and complete the final assessment

Fees (USD per participant)

Duration	Live online	Classroom	In-house
5 days	\$3,000	\$5,500	On quote
10 days	\$5,500	\$9,900	On quote

Fees include course material and certificate of completion; classroom fees include refreshments and lunch. In-house training is priced per group.

Dates and cities 2027–2030

Dates	City	Format	Duration	Fee
25–29 Jan 2027	Zurich	Classroom	5 days	\$5,500
1–12 Feb 2027	Toronto	Classroom	10 days	\$9,900
9–13 May 2027	Muscat	Classroom	5 days	\$5,500
31 May – 11 Jun 2027	Johannesburg	Classroom	10 days	\$9,900
21–25 Jun 2027	Online (live)	Online (live)	5 days	\$3,000
21–25 Feb 2028	Casablanca	Classroom	5 days	\$5,500
28 Feb – 10 Mar 2028	Lagos	Classroom	10 days	\$9,900
30 Apr – 4 May 2028	Kuwait City	Classroom	5 days	\$5,500
21 May – 1 Jun 2028	Amman	Classroom	10 days	\$9,900
19–23 Jun 2028	Online (live)	Online (live)	5 days	\$3,000
4–8 Mar 2029	Kuwait City	Classroom	5 days	\$5,500
7–18 May 2029	Frankfurt	Classroom	10 days	\$9,900
28 May – 1 Jun 2029	Brussels	Classroom	5 days	\$5,500
25 Jun – 6 Jul 2029	Lisbon	Classroom	10 days	\$9,900
15–19 Oct 2029	Online (live)	Online (live)	5 days	\$3,000
7–11 Jan 2030	Vienna	Classroom	5 days	\$5,500
28 Jan – 8 Feb 2030	Budapest	Classroom	10 days	\$9,900
17–21 Jun 2030	Beirut	Classroom	5 days	\$5,500
24 Jun – 5 Jul 2030	Nairobi	Classroom	10 days	\$9,900
22–26 Jul 2030	Online (live)	Online (live)	5 days	\$3,000

How to register

Register online or scan the code

<https://qimmatrainig.com/courses/claims-management-and-dispute-resolution-masterclass/>

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