



Claims Management & Dispute Resolution: Practical Workshop

Project Management & Contracts

QGT-PMC-150 | Practical workshop | 5 or 10 days | Online, classroom, in-house

Course overview

Claims Management & Dispute Resolution: Practical Workshop is a hands-on workshop built around exercises and real site problems 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
- Prepare an improvement plan for their own site or organisation

Who should attend

Designed for project managers, planners, contract engineers and commercial staff who want practice rather than theory.

Course outline (5 days)

Day 1: Workshop briefing and baseline

Participants bring a real problem from their own site

Day 2: Guided practice 1

Hands-on exercises using templates, checklists and calculators

Day 3: Guided practice 2

Simulations and role-play based on Claims Management & Dispute Resolution scenarios

Day 4: Field cases from the Gulf and Africa

Analysing what went wrong and what worked

Day 5: Action plan and peer review

Each participant leaves with a reviewed improvement plan

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
1–5 Feb 2027	Tbilisi	Classroom	5 days	\$5,500
8–19 Mar 2027	Lisbon	Classroom	10 days	\$9,900
20–24 Jun 2027	Dammam	Classroom	5 days	\$5,500
5–16 Jul 2027	Tunis	Classroom	10 days	\$9,900
29 Nov – 3 Dec 2027	Online (live)	Online (live)	5 days	\$3,000
21–25 Feb 2028	Bangkok	Classroom	5 days	\$5,500
6–17 Mar 2028	Casablanca	Classroom	10 days	\$9,900
9–13 Jul 2028	Kuwait City	Classroom	5 days	\$5,500
23 Oct – 3 Nov 2028	Prague	Classroom	10 days	\$9,900
20–24 Nov 2028	Online (live)	Online (live)	5 days	\$3,000
16–20 Apr 2029	Vienna	Classroom	5 days	\$5,500
7–18 May 2029	Lisbon	Classroom	10 days	\$9,900
10–14 Sep 2029	Madrid	Classroom	5 days	\$5,500
17–28 Sep 2029	Johannesburg	Classroom	10 days	\$9,900
26–30 Nov 2029	Online (live)	Online (live)	5 days	\$3,000
4–8 Feb 2030	Stockholm	Classroom	5 days	\$5,500
25 Feb – 8 Mar 2030	Houston	Classroom	10 days	\$9,900
11–15 Mar 2030	Zurich	Classroom	5 days	\$5,500
24 Mar – 4 Apr 2030	Algiers	Classroom	10 days	\$9,900
18–22 Nov 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-practical-worksheets>

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