



**SCANDINAVIAN ACADEMY**  
For Training and Development

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# Course: Resolving Contractual Claims and Disputes

Code	City	Hotel	Start	End	Price	Language - Hours
CO-349	Zagreb (Croatia)	Hotel Meeting	2026-08-31	2026-09-04	4950 €	En - 25

## Program Objectives

**By the end of the program, participants will be able to:**

- Identify and avoid causes for contractual claims and change orders.
- Recognize the different types of claims and how to prevent and/or deal with each type.
- Apply, through actual situations, the different approaches to claims handling including Alternative Dispute Resolution (ADR) and litigation.
- Practice and discuss, through a project, all aspects of handling and resolving contractual claims and change orders.

## This Program is designed for

All those involved in implementing contracts and handling claims and change orders; also those involved in any step of contract preparation/ administration for them to appreciate the importance of a well prepared contract

## Program Outline

### Why Claims Occur - The Red Flags

- Situations Causing Costly Claims
- Contractor Practices that Cause Claims
- Owner Practices that Cause Claims



- Causes Associated with: Contract Documents, Contract Awards, Contract Administration and Claim Settlement Procedures and Practices

## **Contractors Objectives**

- Profits
- Fair and Unfair Practices
- Keeping Records

## **Contracts in Progress**

- Avoiding Problems
- Know Your Contract
- General and Special Terms

## **Claims**

- Nature of Claims
- Types of Claims
- Claims Process

## **Quantification of Damages**

- Types of Damages
- Liquidated Damages
- Actual Damages
- Other Considerations

## **Dispute Resolution**

- Negotiation
- Arbitration
- Litigation



- Alternative Dispute Resolution (ADR)

## **Case Study**

- Factual Background of the Project
- The Project Events
- Discussion of the Project; Problems and Responsibilities



The Scandinavian Academy for Training and Development adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training and Development.

### **Program Timings:**

- 9:00 AM to 2:00 PM in Arab cities.
- 10:00 AM to 3:00 PM in European and Asian cities.

### **The program includes:**

- A daily Coffee Break provided during the sessions to ensure participants comfort.