



MICROSOFT TRAINING

Claims Management Dispute Avoidance Course

Gain expertise in claims dispute avoidance. Ensure smoother project delivery and reduce litigation risks.

DURATION

24 hours

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

Computer Pride | 1st Floor, ICEA Building, Kenyatta Avenue, Nairobi | www.computer-pride.co.ke

COURSE OVERVIEW

This intermediate-level "Claims Management Dispute Avoidance Course" offers a comprehensive deep dive into the strategic prevention and effective management of contractual claims across various industries. Participants will gain mastery in identifying potential dispute triggers early, establishing robust contractual frameworks, and implementing proactive communication strategies to mitigate risks. The curriculum emphasizes a forward-thinking approach, equipping professionals with the essential skills to navigate complex contractual landscapes, safeguard organizational interests, and foster collaborative project environments. By focusing on best practices in documentation, communication, and negotiation, this course empowers you to minimize financial losses and protect project timelines. This course is delivered by Computer Pride, a premier ICT training center, ensuring you receive high-quality, relevant instruction. It aligns with the operational realities of modern enterprises that frequently leverage integrated digital ecosystems for project execution and data management.

Duration	24 hours
Level	Intermediate
Vendor	Microsoft

COURSE CURRICULUM

01 Module 1: Foundations of Claims & Dispute Prevention

- Understanding Contractual Claims: Types, Triggers, and Impacts
- The Legal and Commercial Landscape of Disputes
- Principles of Proactive Claims Management
- Establishing a Culture of Dispute Avoidance
- Ethical Considerations in Claims Handling

02 Module 2: Contractual Excellence & Documentation Strategies

- Key Contract Clauses for Claims Management (Variations, Extensions, Termination)
- Best Practices in Contract Administration
- Developing Robust Record-Keeping Systems
- Effective Correspondence and Communication Protocols
- Leveraging Digital Platforms for Document Control and Audit Trails

03 Module 3: Risk Identification & Early Warning Systems

- Identifying Potential Claim Events and Risk Factors
- Implementing Risk Assessment and Mitigation Frameworks
- Establishing Early Warning and Monitoring Mechanisms
- Managing Change Orders and Scope Creep Effectively
- Strategies for Proactive Stakeholder Engagement

04 Module 4: Claims Analysis, Substantiation, and Preparation

- Gathering and Organizing Evidence for Claims
- Analyzing Delay, Disruption, and Productivity Impacts
- Quantifying Damages and Cost Impacts
- Structuring and Developing Persuasive Claim Submissions
- Reviewing and Responding to Counter-Claims

Module 5: Negotiation and Amicable Dispute Resolution

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- Principles of Effective Negotiation in Claims Contexts
 - Strategies for Win-Win Settlements
 - Understanding Alternative Dispute Resolution (ADR) Methods (Mediation, Conciliation)
 - Preparing for and Participating in ADR Processes
 - Developing and Implementing Settlement Agreements

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Corporate Claims Resolution Specialist**
- > **Project Contract & Dispute Mitigation Manager**
- > **Supply Chain Risk & Compliance Analyst**

FREQUENTLY ASKED QUESTIONS

Q: What specific skills will I gain that are directly applicable to preventing disputes in my current role?

This course will equip you with the advanced ability to meticulously interpret contract clauses, implement rigorous documentation practices, and proactively identify dispute triggers. You'll master negotiation techniques for early issue resolution and learn to construct robust claims analyses, significantly reducing the occurrence and severity of disputes in your projects or operations. You will also learn to establish systems that foster a preventative claims culture within your organization, protecting its financial and reputational standing.

Q: Are there any prerequisites or recommended prior knowledge for this Intermediate-level Claims Management Dispute Avoidance Course?

While there are no strict technical prerequisites, this intermediate course is best suited for professionals with foundational experience in project management, contract administration, procurement, or legal support roles. A basic understanding of contractual terminology and project lifecycles will enable you to maximize your learning experience. The course focuses on strategic processes rather than specific software, but general computer literacy is expected.

Q: How will this specific certification enhance my career progression and distinguish me in the job market?

Completing this "Claims Management Dispute Avoidance Course" will elevate your expertise in a critical area often overlooked until a dispute arises. It will brand you as a professional capable of protecting organizational assets, ensuring project continuity, and mitigating significant financial risks. This specialization is highly valued in senior roles within project management, legal operations, contract management, and supply chain oversight, making you a more competitive and sought-after candidate for leadership positions focused on efficiency and risk management.

ABOUT COMPUTER PRIDE

East Africa's Premier IT Training Center



With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

15+

Years of Excellence

10,000+

Professionals Trained

50+

Vendor Certifications

READY TO ENROL?

Take the next step in your technology career.

Location

1st Flr, ICEA Building
Kenyatta Ave, Nairobi

Email

info@computer-pride.co.ke

Phone

+254 705 900 900

www.computer-pride.co.ke