

Resolving Disputes without Sacrificing Your Strategic Objectives

Project & Commercial Dispute Resolution by Negotiations, Mediation & Arbitration

Protecting your Organization through Win-Win Settlements

Ensuring Effective Communication of Liability, Causation & Damage

2 Week Training Workshop

✓ Dispute Resolution Dynamics

✓ Mediation Settlements

✓ Win-Win Settlements

✓ Arbitration Processes

A 2 Week Training Workshop

What is Covered in this Program?

This program takes you through the multistep dispute resolution process. It covers Negotiations (they settle 99% of Disputes), mediation, arbitration or litigation (<0.001% of disputes). The methodology involved in convincing the other party of the fairness and legality of your claim is similar. In Negotiation we will highlight the need to discuss the issues as a Win-Win Solutions, In Mediation the emphasis will be on fairness and equity, and in Arbitration we will emphasize the due-diligence, reasonableness and legal rights. And if Litigation is the eventual forum - we emphasize the legal arguments and analysis. Assumptions of rationality and understanding of the true legal rights should never be assumed - You are responsible for communicating your arguments and narrative such as to overcome any opposite party perception, ignorance or misjudgment.

In this program you will learn about: Understanding Dispute Dynamics, Preparation for Negotiations, Preparing Presentations, Participating in Negotiations, Win-Win Settlements, Preparation for Arbitration, Arbitration Presentation,

Documentary Materials and Other Supporting Arbitration Processes. This training program can save your organization hundreds of thousands of Dollars in costs and lost settlement benefit opportunities whatever the dispute resolution method or stage the settlement is reached!

Program Content

1. Nature of Disputes on Projects and Major Contracts
2. Dispute Resolution & Organizational Strategic Objectives
3. The Dispute Resolution Processes
4. Understanding the Fairness arguments
5. Understanding the Equity Arguments
6. Understanding the Legal Rights Arguments
7. Understanding Win-Win Solutions
8. Understanding Potential Irrationality Situations
9. Important Related Contract Provisions and their Interpretation
10. Resolution of Disputes Contract Provisions and their Processes

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11. Resolution of Disputes by Engineer/Consultants
12. Resolution of Disputes by Dispute Resolution Authority/DAB
13. Understanding Resolution Dynamics
14. Understanding Organizational Goals for the Dispute Resolution
15. Understanding Strategic Opportunities and Formulating Strategies for Dispute Resolution
16. Which Dispute Resolution Method to Choose for Given Dispute?
17. Understanding the Barriers to the Given Dispute Resolution
18. Informal Negotiations to Resolve Disputes at Operational/Site Level
19. Negotiated Settlements at Department/Project Manager Level
20. Negotiated Settlements at CEO/Board Level
21. Preparation for Negotiations
22. Preparation Negotiation Presentations
23. Participating in Negotiations & Settlement Teams
24. Getting the Deal and Selling the Deal
25. Preparation for Arbitration
26. Arbitration Provisions and their Implementation Steps
27. Arbitration Institutions
28. National Laws and Arbitral Authority
29. Arbitration Rules and Procedures Practice
30. Arbitration Hearings
31. Presenting Evidence during Arbitration Proceedings
32. Trends in International Commercial Arbitration
33. Preparing Legal Presentations
34. Arbitration Presentations
35. Workshop 1
36. Workshop 2
37. Participant's Individualized Action Plan
38. Program Recommendations

Who Should Attend?

All Contract, Legal, Claims Consultants, Project Managers, Negotiators, Quantity Surveyors, Audit, Future Negotiators and Arbitrators, Dispute Resolution Professionals & Managers.

This Program can be used to train Dispute Resolution Teams when a significant Claim is Submitted, Received, Being Negotiated, Being Litigated or Being referred to Engineer, Dispute Resolution Authority or Arbitration for Resolution. This will ensure the team will be able to work together to implement the Program Recommendations to Win-Win Protect Your Organization's Interests and Obtain a Most Favorable Win-Win Settlement.

Program Outcomes and Take-Away/s

Euro Training is in the business of providing practical useful training programs. Programs that

1. Help the participant implement improvements in his organization.
2. Help the participant gain Multi-discipline understanding of the issues so that he can incorporate the needs and expectations of all his stakeholders/ customers in his improvement proposals and actions.
3. Help build a knowledge framework in which job related experience can be caught and remembered as his experience.

Benefits to Organization

Sending participant/s to this program will benefit the organization in the following ways

1. Quickly makes the participants competent, effective and productive on his job. Useful especially for
 1. Training New employees
 2. Competency Building in Existing Employees Transferred to a New Assignment

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3. Training Prior to a New Project or Initiative Planned in the Organization
2. Create Competency in the employee to perform his job well. including in relation to
 1. Relevant Technical Knowledge, Skills and Competencies
 2. Organizations' Strategic Objectives
 3. Needs and Expectations of the Stakeholders/ Customers (internal & external)
 4. Good Management Practices
 5. Identifying opportunities to Exceed Stakeholder/ Customer Expectations
3. Create a pool of trained manpower that can cost-effectively disseminate the knowledge to a large number of employees inside the organization. This is made possible by Euro Training's unique, easy to understand and easy to use methodology, based on *checklist and quality assurance* approaches.
4. Euro Training instructors often act as mentors for the participants. It's the most effective way to ensure effective competency development and the subsequent application of those competencies on the job, by your motivated staff. We do have consultants available across Americas, Europe, Asia and Africa (Please inquire about our post program mentoring plans).

Participant Individual Career Benefits

1. You gain a multi-discipline understanding of the issues. Meaning when you make proposals and decisions on your related job you will keep in mind the needs and expectations of ALL the stakeholders/ customers (internal & external)
2. The action plan you take away will help you make a difference in your

business unit or organization! When you talk about this difference you have made to your organization in your resume, you will be a prime candidate for career advancement in your own organization or in your next job(s).

3. Understanding and acting with understanding of the Needs and Expectations of your stakeholders/ customers is known to enhance Job Satisfaction and reduce Monday Morning Blues.
4. As one of your stakeholders/customers is Executive Management, the program ensures that you know the strategic imperatives that drive the organization's efforts in your relevant job area.

This Program is Intended for...

Those new to the field take away a good multi-discipline understanding of the issues involved in their work. It helps them in becoming productive quickly and in building a knowledge framework that will help them identify, understand, classify and remember on the job learning and experiences.

More experienced participants take away an individualized action plan as mentioned in the previous sections.

Implementation Teams: This program can be used to train implementation teams...

1. when a new project or initiative is being started in your organization
2. when a new strategic focus is being initiated
3. just prior to a consultant being hired to advise the organization

Each participant will take away a memorable and potentially life changing experience from the program.

No limitations are being placed on who can attend. If you are interested in the program outcomes and takeaways, or feel you can benefit from the organizational and personal benefits mentioned above, you are welcome to register for this program. Program

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instructors have the knowledge, experience and access to resources required to customize the program to the specific job related needs of each program group

Registration Recommendations

Team Nominations: This program aims to ensure the participants have their individualized improvement plan at the end of the program. So, foreseeing the effort involved, anticipating resistance and implementation requirements, it is recommended that the organization nominate **at least two participants together** (three will be more desirable) for this program.

It is anticipated that these 2 or more participants will work together as a team or provide mutual support in order to implement the action plan.

Single nominations will also be accepted for the program. Single nominations are typically used to -

1. Develop personnel skills in critical skills and methodologies covered in this program.
2. Train individuals for leadership roles in business units or departments. This program will help the participant coach and lead his team in these critical skills and methodologies. (The program typically does not cover coaching skills but provides the related technical understanding in an easy to communicate manner).

For Latest Program Schedule Email

arb308-2@EuroTraining.com

www.eurotraining.com/bro/arb308-2.php

| REGISTRATION FORM | |
|---|--|
| Program: | Project and Commercial Dispute Resolution by Negotiations, Mediation or Arbitration Training (ARB308-2) |
| Location Where Attending: | |
| Program Dates: | |
| Whether Participant will Consider Alternate date if one requested is not available: | |
| Participant Name Prefix: Mr/Ms/Mrs | |
| Participant Name: | |
| Participant Job Title: | |
| Participant Department & Section: | |
| Participant Employer/ Company: | |
| Participant's Present Job Responsibilities: | |
| Participant Email Address: | |
| Participant Mobile Number: | |
| Sponsored by: | |
| Sponsoring Company: | |
| Job Title of Sponsoring Authority: | |
| Name of Sponsoring Authority: | |
| Email of Sponsoring Authority: | |
| Fax of Sponsoring Authority: | |
| Telephone Nos. of Sponsoring Authority: | |
| Web Site of Sponsoring Company: | |
| Invoice Reference: | |
| Invoicing Address: | |

REGISTRATION INFORMATION

- To register:** Please send us an official letter confirming registration (on organizational letterhead or Authorized Email).
- Program Fee is
 - USD \$7,900 per participant and includes Course Materials, Certificate, Refreshments and Lunch. (Fee at London, Paris, Rome and Kula Lumpur is \$8,690 per participant)
- Accommodation & Taxes/VAT (if applicable) is not included in Program fee. Special rates will be available at venue hotel for the participants.
- Special discount of 10% is offered for participants who pay their fees at least 45 days before start of the program.
- Refund will not be considered where the participant cancels his registration less than 3 weeks before start of the program. Alternate nominations will be allowed anytime before program start.
- All participants are required to fill in Participant Information form - on first day of the program. Each program Undergoes Customization to Better Meet Participant Present and Future Career Needs. Please be prepared to let the Instructor/s know about your organization's Special Needs, Interests or Initiatives.
- It is always useful for participants to bring their existing problems or case studies, work-process flow charts or job related problems for discussion - consideration will be at sole discretion of the program director/s.
- Provisional Registration:** You can make a provisional registration by sending us an email – an official registration request can be made within 2 weeks. This will ensure we will reserve a seat. All provisional registrations automatically cancel 2 weeks before program start.