

Claims Management And Negotiating Win-Win Settlements Training

- ✓ **Effective Win-Win Strategy**
- ✓ **That Keeps Business Relationships Intact**
- ✓ **On Engineering, Construction, Services, Supply Maintenance Contracts**

A 1 week Training Program

Program Overview

- This Program Can Save Your Organization Substantial Sums which would have been paid as Consultant Fees and Claims.
- Claims are Changes in Contract Works whose Liability, Cause or Impact have not been agreed between the Owner and the Contractor.
- The Claimant has the burden of proving the Liability, the Impact of this Liability Action and the Additional Costs suffered as a consequence.
- Calculating time impact and additional allowable costs is an important area where both the Claimant and the party analyzing the claim often lose large sums due to default caused by not understanding the calculation methods available and their acceptability as a reasonable way of doing the same.
- Also very important are the Concurrent Events and Mitigation responsibilities because of their impact on Allowable Additional Costs.
- **This Program provides you the training in how to:** Prepare, Quantify, Prove, Defend and Successfully Negotiate Claims.
- After attending the Participant will also be able to :

- Objectively Preserve and Support the Relevant Facts.
- Analyze Claims Submitted.
- Negotiate and Settle Expediently Claims on the Contract

- Contrary to popular belief among Contract and Engineering Professionals the Contractor is not entitled to Additional Payment just because an Owner Caused Delay or Default has Occurred on the Contract.

For Entitlement the Claimant Must Satisfactorily Prove ALL the Following:

- **Liability** : Legal Basis of Right
- **Causation** : Connection Between Change and Cost Increase.
- **Damages** and Loss Caused
- Damages have been Mitigated
- This program will show you how all above are Established, Analyzed and Argued during Negotiations or Legal Proceedings.

Program Content

- Understanding Claims
- The Right to Claim and Counter Claims
- Win-Win Settlement Strategy
- Systematic Analysis & Defence of Claims: Liability, Causation & Damage

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- Setting Up an Early Warning System for Potential Claim Identification
- Understanding the Liability Concept in Law
- Analyzing Liability Proof
- Defending Against Liability Claim (CHECKLIST)
- Collecting Evidence to Prove Liability (CHECKLIST)
- Understanding Causation (Proving Definite Link between Claim Event & Claimed Damage)
- Analyzing Causation Evidence Presented (CHECKLIST)
- Owner's Defence against Causation Proof in Claim (CHECKLIST)
- Collecting Causation Refutation Evidence during Project (CHECKLIST)
- Understanding Legally Acceptable Methods for Calculating Damages in Claims
- What damages are Claimable (CHECKLIST)
- Mitigation Responsibility of the Claimant
- Typical Methods of Inflating Claim Calculations and How to Identify them (Detailed Procedures)
- Collecting Evidence to Establish, Analyze and Refute Inflated Claim Calculations
- Understanding the Claims Resolution Process (99.99% of Claims Get Settled this Way)
- Negotiating Strategies for Claims
- An Action Plan you can Implement to Minimize Unjustified Claims

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.

Typical participant will take away a personalized action plan for himself, his business unit or his organization on how to apply the program contents to improve performance. The action plan may have two components:

1. A Personal Action Plan
2. A Business Unit/Organizational Action Plan

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
 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

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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 who can cost-effectively disseminate the knowledge to large number of employees inside the organization. This is made possible by Euro Training's unique easy to understand and use methodology based on Checklist & Quality Assurance Approaches.
 4. Euro Training Instructors often act as mentors for your trained employees. A most effective way to ensure effective competency development and application by your motivated staff. We do have consultants available across Americas, Europe, Asia and Africa (Please inquire about our post program mentoring plans)

Satisfaction and reduce Monday Morning Blues.

4. As one of your stakeholders/ customers is Executive Management, therefore the program ensures you will know the Strategic Imperatives that Drive the Organization's Efforts in your relevant job area. In the process enabling you to make a leadership contribution.

Registration Recommendations

Team Nominations: Since the program aims to ensure the participants have his individualized improvement plan at the end of the program, and 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 to allow for attrition) for this program.

Latest Program Dates

- www.EuroTraining.com/bro/cpp304.html
- www.EuroTrainingUK.com/bro/cpp304.html

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. This difference when added to your resume will make you 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

REGISTRATION FORM	
Program:	Claims Management And Negotiating Win-Win Settlements Training (CPP304)
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 \$5,500 per participant and includes Course Materials, Certificate, Refreshments and Lunch. (Fee at London, Paris and Kuala Lumpur is \$6,050 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 participants 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.
- Please note: No Live Voice Requests for Registration or Provisional Registrations.