

PROJECT MANAGEMENT | COURSE BROCHURE

Managing Project Claims and Disputes

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Claims for delay, disruption and additional costs are common on construction and engineering projects. This course explains how claims arise, how to prepare and evaluate them, delay analysis methods, quantum calculation, the role of records, negotiation of settlements and the main dispute resolution routes from adjudication to arbitration.

Weak records and late notices lose valid claims and pay for invalid ones. You will learn how to protect your organisation's position.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Claim preparation exercises, delay analysis demonstrations, case studies and negotiation role plays.

Course objectives

By the end of this course, participants will be able to:
• Explain common causes and types of claims
• Identify entitlement under the contract
• Apply delay analysis methods
• Calculate quantum for time and cost claims
• Maintain records that support or defend claims
• Choose suitable dispute resolution routes

Target audience

This course is suitable for:
• Project and contract managers
• Quantity surveyors and commercial managers
• Planners and delay analysts
• Legal and claims professionals
• Owner's representatives



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Target competencies

Participants will develop competencies in:

- Claims analysis
- Delay analysis
- Quantum assessment
- Records management
- Negotiation

Course outline

Day 1: Claims Overview

09:00–10:08	Why claims arise
10:08–11:00	Types of claims
11:00–11:30	**Coffee break**
11:30–11:45	Types of claims (continued)
11:45–12:53	Contractual basis
12:53–14:00	Case study

Day 2: Entitlement and Notices

09:00–10:08	Establishing entitlement
10:08–11:00	Notices and time bars
11:00–11:30	**Coffee break**
11:30–11:45	Notices and time bars (continued)
11:45–12:53	Records
12:53–14:00	Exercise

Day 3: Delay Analysis

09:00–10:08	Critical path and delay
10:08–11:00	Analysis methods
11:00–11:30	**Coffee break**



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11:30–11:45	Analysis methods (continued)
11:45–12:53	Concurrency
12:53–14:00	Demonstration

Day 4: Quantum

09:00–10:08	Prolongation costs
10:08–11:00	Disruption
11:00–11:30	**Coffee break**
11:30–11:45	Disruption (continued)
11:45–12:53	Evaluating claims
12:53–14:00	Workshop

Day 5: Resolution

09:00–10:08	Negotiation
10:08–11:00	Mediation and adjudication
11:00–11:30	**Coffee break**
11:30–11:45	Mediation and adjudication (continued)
11:45–12:53	Arbitration
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Rome Confirmed dates	9 Nov 2026	13 Nov 2026	**€2,450.-**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.-**
Cape Town Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,890.-**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.-**
Vienna Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,940.-**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.-**
Istanbul Confirmed dates	18 Jan 2027	22 Jan 2027	**€2,650.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.-**
Dubai Confirmed dates	8 Feb 2027	12 Feb 2027	**€3,150.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.–**
Cape Town Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,890.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
London Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,450.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Cape Town Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,890.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.–**
Rome Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,450.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	17 May 2027	21 May 2027	**€3,150.-**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.-**
London Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,450.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.-**
Barcelona Confirmed dates	28 Jun 2027	2 Jul 2027	**€2,840.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.-**
Rome Confirmed dates	12 Jul 2027	16 Jul 2027	**€2,450.-**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.-**
Vienna Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,940.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**
Amsterdam Confirmed dates	23 Aug 2027	27 Aug 2027	**€2,540.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Dubai Confirmed dates	13 Sept 2027	17 Sept 2027	**€3,150.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Barcelona Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,840.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Paris Confirmed dates	18 Oct 2027	22 Oct 2027	**€2,860.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Frankfurt Confirmed dates	8 Nov 2027	12 Nov 2027	**€2,650.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	29 Nov 2027	3 Dec 2027	**€1,450.-**
Online Confirmed dates	29 Nov 2027	3 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online