



Contract Dispute Resolution and Mediation Practice Course

11 – 15 October 2027
Vienna



AGILE LEADERS
Training Center

Contract Dispute Resolution and Mediation Practice Course

Ref: 609_146784 **Date:** 11 – 15 October 2027 **Location:** Vienna **Fees:** 5700 Euro

Overview

Contract Dispute Resolution and Mediation Practice Course is a five-day intermediate course for contract and commercial professionals who leave with a Contract Dispute Resolution Playbook. Participants apply contract dispute diagnosis, evidence preparation, issue and interest mapping, settlement option evaluation, mediation case preparation, and agreement follow-up. The course addresses unmanaged escalation by combining commercial mediation practice with structured settlement negotiation and decision controls. Agile Leaders Training Center presents contract dispute resolution as a disciplined business process.

Who Should Attend

- Contract functions responsible for interpreting obligations and managing disagreements
- Commercial teams responsible for claims, correspondence, and settlement recommendations
- Procurement functions managing supplier disputes and performance remedies
- Project teams coordinating records, stakeholders, and disputed deliverables
- Legal operations functions organizing evidence and resolution workflows

The course assumes participants handle contract records and stakeholder discussions and leaves out litigation, arbitration advocacy, formal legal opinions, and mediator certification.

Departments and Industries

The course supports departments and industries that manage contract disagreements and negotiated outcomes.

- Contracts, procurement, commercial, and legal operations
- Project management, finance, risk, and internal controls
- Construction, engineering, energy, and utilities
- Technology, telecommunications, logistics, and manufacturing
- Healthcare, facilities, real estate, and professional services

Learning Objectives

By the end of this course, participants will be able to:



- Diagnose contract disputes using fact, clause, and impact analysis
- Build evidence chronologies and issue-interest maps
- Compare negotiation, mediation, and escalation pathways
- Evaluate settlement options, authority, and implementation risks
- Apply mediation preparation and participation methods
- Use settlement records and follow-up controls

Course Agenda

Day 1: Diagnosing Contract Disputes

- Contract Dispute Trigger Scan
- Fact-Clause-Impact Analysis Matrix
- Rights, Interests, and Positions Map
- Dispute Stakeholder Influence Grid
- Early Resolution Pathway Checklist

Day 2: Building the Case Record

- Evidence Relevance and Reliability Screen
- Contract Event Chronology Template
- Claim and Response Issue Register
- Correspondence Control Log
- Disputed Value and Exposure Worksheet

Day 3: Preparing Settlement Strategy

- Settlement Objective Hierarchy
- Negotiation Alternative Assessment
- Settlement Option Evaluation Matrix
- Authority and Approval Boundary Map
- Concession Planning and Exchange Table

Day 4: Participating in Mediation

- Mediation Readiness Checklist
- Opening Position Statement Structure
- Joint and Private Session Plan
- Mediator Information Pack
- Confidentiality and Communication Protocol



Day 5: Resolution Practice and Integration

- Exercise: Diagnose a Supplier Performance Dispute
- Exercise: Build a Project Evidence Chronology
- Exercise: Evaluate Technology Contract Settlement Options
- Exercise: Conduct a Mediated Commercial Discussion
- Capstone Exercise: Contract Dispute Resolution Playbook

Practical Exercises

The course uses suggested activities to practice contract dispute resolution across business settings.

- Suggested activity: separate facts, clauses, impacts, positions, and interests in a construction delay disagreement.
- Suggested activity: assemble an evidence chronology for a disputed logistics service level.
- Suggested activity: compare settlement options and approval boundaries in a technology services dispute.
- Suggested activity: draft settlement records and follow-up controls after a mediated discussion.

FAQs

Who suits the Contract Dispute Resolution and Mediation Practice Course, and what does it assume?

It suits professionals managing contract disagreements and assumes they can work with contract records, commercial correspondence, internal stakeholders, and approval processes.

How does contract dispute resolution training differ from mediator certification?

Contract dispute resolution training prepares organizational representatives to diagnose, prepare, negotiate, and participate in mediation, while mediator certification develops the neutral practitioner's professional role and assessment pathway.

What is an issue and interest map in contract dispute resolution?

An issue and interest map separates disputed questions, stated positions, underlying business needs, constraints, dependencies, and possible areas of exchange to support focused settlement discussions.

How are settlement options evaluated in commercial mediation practice?

Settlement options are evaluated against objectives, evidence, authority, cost exposure, operational feasibility, stakeholder effects, implementation conditions, and the consequences of no agreement.



What should a contract settlement record contain?

A contract settlement record should capture agreed terms, scope, responsibilities, approvals, confidentiality needs, implementation actions, deadlines, monitoring arrangements, and unresolved matters requiring further handling.

Conclusion

Participants leave with a Contract Dispute Resolution Playbook for their working environment. The playbook connects dispute diagnosis, evidence, stakeholder interests, resolution pathways, settlement authority, mediation preparation, agreement records, and follow-up controls. Teams can use it to prepare decisions consistently, reduce unmanaged escalation, and coordinate negotiated outcomes across contract, commercial, procurement, project, and legal operations functions.