



# **Contract Dispute Resolution and Mediation Practice Course**

25 – 29 July 2027  
Amman

## Contract Dispute Resolution and Mediation Practice Course

**Ref:** 609\_146795 **Date:** 25 – 29 July 2027 **Location:** Amman **Fees:** 4100 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.