



Contract Conflict Prevention and Early Resolution Training Course

19 – 23 September 2027
Cape town

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Ref: 634_148656 **Date:** 19 – 23 September 2027 **Location:** Cape town **Fees:** 4500 Euro

Overview

Contract Conflict Prevention and Early Resolution Training Course is a five-day professional course for contract, commercial, procurement, project, claims, and legal operations functions who leave with a Contract Conflict Prevention Playbook. Participants connect contract relationship risk, role and clause alignment, communication protocols, early-warning indicators, issue triage, negotiation preparation, escalation controls, facilitated resolution, and decision records. The course addresses emerging friction before it becomes a formal dispute. Agile Leaders Training Center presents contract conflict prevention as a governed administration practice.

Who Should Attend

- Contract functions responsible for administration decisions, notices, changes, and issue escalation
- Commercial functions responsible for performance, value, relationship risks, and negotiated outcomes
- Procurement functions responsible for supplier interfaces, governance, and contract performance
- Project functions responsible for early warnings, delivery interfaces, and corrective actions
- Claims functions responsible for issue chronology, records, causation, and resolution preparation
- Legal operations functions responsible for escalation routes, decision support, and resolution records

The course assumes participants manage active contracts or supplier relationships, and it leaves out contract drafting, litigation, arbitration procedure, and general workplace conflict.

Departments and Industries

The course supports departments and industries where contract performance depends on coordinated decisions across organizational boundaries.

- Contracts, procurement, commercial management, and legal operations
- Project management, claims, risk, governance, and internal assurance
- Construction, engineering, infrastructure, and facilities services
- Energy, utilities, manufacturing, and industrial supply chains
- Technology, outsourced services, healthcare, and financial services

Learning Objectives

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



- Analyze contractual conflict causes and relationship risks
- Build aligned role, clause, and communication controls
- Use early-warning indicators and issue-triage criteria
- Apply negotiation preparation and facilitated-resolution methods
- Evaluate escalation options and document resolution decisions
- Build governance routines that prevent repeated conflict

Course Agenda

Day 1: Conflict Risk and Relationship Context

- Contract Conflict Cause Map
- ISO 44001 Collaborative Relationship Principles
- Contract Relationship Risk Register
- Stakeholder Interest and Influence Matrix
- Conflict Prevention Governance Charter

Day 2: Alignment and Communication Controls

- Contract Role and Decision Rights Matrix
- Clause-to-Responsibility Alignment Review
- Contract Communication Protocol
- Interface Expectation Alignment Canvas
- Meeting and Action Control Log

Day 3: Early Warning and Issue Triage

- Contract Early-Warning Indicator Dashboard
- Emerging Issue Intake Form
- Issue Severity and Urgency Matrix
- Evidence and Position Fact Pack
- Issue Ownership and Response Tracker

Day 4: Negotiation, Escalation and Resolution

- Interest-Based Negotiation Preparation Sheet
- Contract Escalation Ladder
- Facilitated Resolution Session Structure
- Option Evaluation and Trade-Off Matrix
- Resolution Decision and Follow-Up Record



Day 5: Conflict Prevention Practice

- Exercise: Diagnose Contract Conflict Causes
- Exercise: Configure Early-Warning and Triage Controls
- Exercise: Prepare Negotiation and Escalation Routes
- Exercise: Record a Facilitated Resolution Decision
- Capstone Exercise: Contract Conflict Prevention Playbook

Practical Exercises

The course uses suggested activities to apply contract conflict prevention across different commercial settings.

- Suggested activity: diagnose role, clause, and communication friction in an infrastructure services contract.
- Suggested activity: triage delivery warnings and evidence gaps in an industrial supply agreement.
- Suggested activity: prepare interests, options, concessions, and escalation routes for an outsourced-services issue.
- Suggested activity: facilitate an early-resolution meeting and record decisions, owners, and prevention actions.

FAQs

Who suits contract conflict prevention training, and what does it assume?

It suits contract, commercial, procurement, project, claims, and legal operations functions and assumes participants manage active contracts or supplier relationships.

How does contract conflict prevention differ from formal dispute-resolution training?

Contract conflict prevention uses alignment, early warning, triage, negotiation, escalation control, and facilitated decisions before formal proceedings, while dispute-resolution training addresses established claims and formal resolution routes.

What are early-warning indicators in contract conflict prevention?

Early-warning indicators are observable changes in communication, performance, decisions, evidence, payment, interfaces, or behavior that signal an issue may escalate without timely action.

How does an escalation ladder support early contract resolution?

An escalation ladder assigns issues to defined decision levels, sets the information required at each stage, and preserves opportunities for timely resolution without uncontrolled escalation.



Why are decision records important in contract conflict prevention?

Decision records preserve the issue, evidence, participants, options, outcome, owners, dates, and follow-up actions so the parties can implement the resolution and reduce recurrence.

Conclusion

Participants leave with a Contract Conflict Prevention Playbook containing the cause map, risk register, governance charter, alignment tools, communication protocol, early-warning dashboard, triage matrix, fact pack, negotiation sheet, escalation ladder, resolution structure, and decision record. The playbook replaces improvised reactions with defined intervention routes. It connects emerging issues to timely, documented action.