Contract Dispute Response Essentials Course

6 – 10 September 2027
Addis Ababa

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Training Center

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Ref: 589_223807 **Date:** 6 – 10 September 2027 **Location:** Addis Ababa **Fees:** 4500 Euro

Overview

Contract Dispute Response Essentials Course is a one-week foundation course for business, procurement, project, operations, and contract professionals who leave with a Contract Dispute Response File. Participants connect issue recognition, fact chronology, record preservation, communication mapping, escalation, resolution-route comparison, meeting preparation, outcome documentation, and recurrence prevention. The course provides a controlled first response when contract performance problems emerge without teaching legal advocacy or claims valuation. Agile Leaders Training Center presents contract dispute response as an operational coordination discipline.

Who Should Attend

- Teams identifying contract-performance problems and preserving relevant records
- Functions coordinating commercial, operational, and project responses
- Groups preparing issue summaries, communications, and escalation decisions
- Personnel supporting negotiation or mediation meetings
- Managers documenting outcomes and preventing repeated disputes

The course assumes participants work with active contracts and leaves out legal advice, claims quantification, arbitration procedure, litigation, and professional advocacy.

Departments and Industries

The course supports departments and industries that must coordinate an early response to contract disputes.

- Contracts, procurement, commercial, projects, and operations functions
- Construction, engineering, infrastructure, and facilities services
- Technology, telecommunications, and outsourced services
- Energy, utilities, manufacturing, and industrial operations
- Transport, logistics, healthcare, and hospitality

Learning Objectives

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

- Build a clear contract issue statement and fact chronology
- Apply record preservation and communication controls
- Analyze stakeholder positions and escalation triggers
- Compare negotiation, mediation, and other resolution routes
- Use meeting briefs and outcome records
- Prioritize recurrence-prevention actions after closure

Course Agenda

Day 1: Issue Recognition and Fact Structure

- Contract Performance Problem Identification Sheet
- Issue Statement and Scope Boundary Template
- Fact Chronology and Event Sequence Log
- Contract Reference and Open-Question Map
- Immediate Action and Preservation Checklist

Day 2: Records and Communication Controls

- Dispute Record and Correspondence Index
- Source Reliability and Gap Review Matrix
- Stakeholder Communication Route Map
- Neutral Issue Summary Writing Method
- Meeting Decision and Action Register

Day 3: Escalation and Resolution Routes

- Escalation Trigger and Authority Ladder
- Direct Negotiation Readiness Checklist
- Mediation Suitability Question Set
- Resolution Route Comparison Table
- Timing, Relationship, and Control Trade-Off Grid

Day 4: Meeting, Outcome, and Prevention

- Dispute Discussion Brief Structure
- Interests, Positions, and Constraint Map
- Option and Consequence Evaluation Sheet
- Outcome, Action, and Owner Record
- Root Cause and Recurrence Prevention Review

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Day 5: Contract Dispute Response Practice

- Exercise: Define a Contract Issue and Chronology
- Exercise: Build the Record and Communication Map
- Exercise: Select an Escalation and Resolution Route
- Exercise: Prepare a Discussion Brief and Outcome Record
- Capstone Exercise: Contract Dispute Response File

Practical Exercises

The course uses suggested activities to test contract dispute response decisions in operating contexts.

- Suggested activity: structure a delayed service issue and preserve the available technology-support records.
- Suggested activity: map communications and escalation authority for an engineering delivery disagreement.
- Suggested activity: compare direct discussion and mediation for a supplier-performance conflict.
- Suggested activity: document agreed actions and recurrence controls after a facilities-service dispute.

FAQs

Who suits contract dispute response essentials and what do they assume?

Contract dispute response essentials suit professionals who work with active contracts and need a structured first-response method for facts, records, communications, escalation, resolution discussions, and documented closure.

How does contract dispute response differ from advanced claims analysis?

Contract dispute response organizes early operational coordination and resolution choices, while advanced claims analysis examines detailed entitlement, causation, schedule effects, quantum, counterclaims, and formal case positions.

What belongs in a contract dispute response file?

A contract dispute response file contains the issue statement, scope boundary, chronology, references, records, open questions, communication map, escalation authority, route comparison, meeting brief, outcome record, actions, owners, and recurrence controls.

How should a contract dispute resolution route be selected?

A contract dispute resolution route should be selected by comparing issue maturity, available records, authority, urgency, relationship effects, confidentiality needs, control over the outcome, implementation feasibility, and applicable contract provisions.

How can teams prevent a contract dispute from recurring?

Teams can prevent recurrence by identifying root causes, assigning corrective actions, clarifying responsibilities and interfaces, improving records and communication routes, updating operating controls, and checking that agreed changes are implemented.

Conclusion

Participants take back a Contract Dispute Response File linking issue definition, facts, records, communications, escalation, resolution choices, meeting preparation, outcomes, and prevention actions. The file gives cross-functional teams one controlled basis for coordinating an early response. It improves decision traceability and helps turn agreed outcomes into owned operational actions.