

# informatelch



CONTRACTS MANAGEMENT | CM-012

# Managing Change Orders and Contractual Claims

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# Course content

## Why Attend

This course aims to provide participants with introductory knowledge and basic skills to deal with claims, changes, and disputes between the principals and contractors. Participants in this interactive course will learn how to analyze contractual issues, identify techniques that help handle difficult situations and recognize the best practices in resolving disputes amicably.

This course relies on using individual and group exercises aimed at helping participants learn all key contract management activities. The course also features several case studies, presentations, and role-plays by participants, followed by discussions. In addition, this course incorporates pre-and post-testing.

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

- Identify and avoid causes for contractual claims and change orders
- Outline the significant elements of the contract change process and identify different types of changes and variations
- Recognize and analyze the different types of owners' claims and contractors' claims and identify methods to deal with each type
- Evaluate time-related claims and cost-related claims and assess their impact
- Demonstrate, through actual situations, the different approaches to handling claims and variation orders and resolving conflicts through mutual collaboration

All those involved in administering contracts and handling claims and change orders as well as those involved in any conflict or dispute during the contracting process

- Contract preparation
- Handling claims
- Change management
- Technical terms and conditions
- Negotiating contracts
- Conflict management
- Contract administration



# Course content

## Course outline

### Overview of Contracts, Changes, and Claims

- Basic concepts in contract law:
- Force majeure
- Notices: The neglected clause
- Breach of contract
- Right to remedy
- Indemnifications and liabilities
- Why do claims and changes occur: The red flags

### Change Management

- Common causes for changes
- Requirements of change management
- Types of changes and variation
- Directed changes
- Constructive changes
- Cardinal changes
- Writing a variation order

### Types of Claims

- Drafting a notice
- Owner's claims
- Defective work
- Warranty claims



# Course content

## Course outline

- Contractor's claims
- Changed conditions
- Constructive changes
- Delays and suspensions
- Deficiencies in plans and specifications
- Program extensions
- FIDIC claims

## Evaluation of Claims

- Time-related claims
- Excusable and non-excusable delays
- Evaluating delays
- Cost-related claims
- Cost calculations
- Drafting a claim

## Resolving Claims and Disputes

- Negotiation: Common practices
- Reaching a settlement
- Alternative Dispute Resolution (ADR):
- Mediation: Neutral third party
- Arbitration: Binding and non-binding
- Resolution through legal means
- Contract interpretation



# Course content



# Seminar dates

## Available seminar dates

Live dates and pricing for Managing Change Orders and Contractual Claims generated from the course details page.

| Date                  | Location            | Format                                    | Fee      |
|-----------------------|---------------------|-------------------------------------------|----------|
| 15 - 19 June 2026     | Vienna - Austria    | Classroom                                 | €4,250.- |
| 20 - 24 July 2026     | Barcelona - Spain   | Classroom                                 | €3,850.- |
| 3 - 7 August 2026     | Paris - France      | Classroom                                 | €4,500.- |
| 7 - 11 September 2026 | Frankfurt - Germany | Classroom                                 | €3,250.- |
| 12 - 16 October 2026  | Barcelona - Spain   | Classroom                                 | €3,850.- |
| 9 - 13 November 2026  | Frankfurt - Germany | Classroom                                 | €3,250.- |
| 14 - 18 December 2026 | Rome - Italy        | Classroom                                 | €4,250.- |
| Live online option    |                     | Online delivery is available at €1,850.-. |          |