



PM326: Contract Management: From Contract Award to Closeout

Training Description:

Effective contract management is critical to ensuring that organizations achieve value for money, minimize risks, maintain compliance, and foster successful relationships with contractors, suppliers and stakeholders. In today's complex business environment, contracts govern a wide range of commercial transactions and project activities, making contract management a strategic function rather than merely an administrative task.

This intensive training course provides participants with a comprehensive understanding of contract management principles, processes, tools, and best practices throughout the entire contract lifecycle—from contract planning and formation to administration, performance monitoring, dispute resolution, and contract closeout. The training course combines practical case studies, real-world examples, interactive discussions and hands-on exercises to equip participants with the knowledge and skills required to effectively manage contracts and maximize organizational outcomes.

Participants will gain insights into contract governance, risk allocation, performance management, change management, claims handling, negotiation techniques and legal considerations applicable to various industries, including oil and gas, construction, engineering, utilities, manufacturing and government sectors.

Training Objectives:

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

- ✓ Understand the complete contract management lifecycle and its strategic importance
- ✓ Identify different contract types and their applications
- ✓ Develop effective contract administration and governance processes
- ✓ Manage contract risks and obligations proactively
- ✓ Monitor contractor performance and ensure compliance with contractual requirements
- ✓ Handle contract variations, amendments, claims, and disputes effectively
- ✓ Improve communication and stakeholder management throughout contract execution
- ✓ Apply best practices in contract negotiation and relationship management
- ✓ Utilize contract management tools, KPIs, and reporting techniques
- ✓ Successfully manage contract closeout, lessons learned, and post-contract evaluations

Expected Outcomes:

Upon completion of the program, participants will be able to confidently manage contracts throughout their lifecycle, reduce contractual and commercial risks, improve contractor performance, effectively handle claims and disputes, strengthen supplier relationships and ensure successful contract execution that supports organizational objectives and delivers maximum value.

Training Designed for:

This training course is intended for Contract Managers, Contract Administrators, Procurement and Purchasing Professionals, Commercial Managers, Supply Chain Professionals, Project Managers and Project Engineers, Tendering and Bid Management Personnel, Legal and Compliance Professionals, Finance and Commercial Officers, Operations Managers, Vendor Management Specialists, Government and Public

Sector Procurement Personnel and Anyone involved in contract preparation, administration, or management.

Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

FUNDAMENTALS OF CONTRACT MANAGEMENT AND CONTRACT FORMATION

- ❖ **Module 1: Introduction to Contract Management**
 - Importance of contract management in organizational success
 - Contract lifecycle overview
 - Roles and responsibilities of contract managers
 - Contract governance framework
 - Common contract management challenges
- ❖ **Module 2: Principles of Contract Law**
 - Elements of a legally binding contract
 - Offer, acceptance, consideration, and intention
 - Rights and obligations of contracting parties
 - Contract interpretation principles
 - Legal implications of contract breaches
- ❖ **Module 3: Contract Types and Commercial Models**
 - Fixed-price contracts
 - Cost-reimbursable contracts
 - Time and materials contracts
 - Framework agreements
 - EPC, EPCM, and service contracts
 - Public-private partnership agreements
- ❖ **Module 4: Contract Planning and Development**
 - Defining business requirements
 - Scope of work development
 - Technical specifications
 - Performance standards
 - Contract strategy selection
- ❖ **Workshop**
 - Contract structure analysis exercise
 - Contract type selection case study

DAY TWO:

CONTRACT ADMINISTRATION AND PERFORMANCE MANAGEMENT

- ❖ **Module 1: Contract Administration Framework**

- Establishing contract administration processes
- Contract documentation requirements
- Contract records management
- Contract communication protocols
- Authority and delegation matrices
- ❖ **Module 2: Managing Contract Obligations**
 - Contractor obligations
 - Client obligations
 - Deliverables management
 - Milestone tracking
 - Compliance monitoring
- ❖ **Module 3: Performance Management and KPIs**
 - Developing contract performance indicators
 - Service level agreements (SLAs)
 - Performance scorecards
 - Contractor evaluation systems
 - Continuous improvement initiatives
- ❖ **Module 4: Relationship Management**
 - Building collaborative contractor relationships
 - Stakeholder management
 - Communication planning
 - Managing expectations
 - Conflict prevention strategies
- ❖ **Workshop**
 - KPI development exercise
 - Contractor performance evaluation simulation

DAY THREE:

CONTRACT RISK MANAGEMENT AND CHANGE CONTROL

- ❖ **Module 1: Contract Risk Management**
 - Identifying contractual risks
 - Risk allocation principles
 - Risk assessment methodologies
 - Contractual risk registers
 - Risk mitigation planning
- ❖ **Module 2: Managing Contract Variations and Changes**
 - Change management processes
 - Variation orders
 - Scope changes
 - Pricing adjustments
 - Approval workflows
- ❖ **Module 3: Contract Compliance and Auditing**
 - Compliance monitoring techniques
 - Internal audits
 - Regulatory requirements
 - Ethical considerations

- Governance reviews
- ❖ **Module 4: Managing Delays and Disruptions**
 - Schedule impacts
 - Force majeure events
 - Delay analysis
 - Mitigation strategies
 - Extension of time procedures
- ❖ **Workshop**
 - Contract risk assessment exercise
 - Variation management case study

DAY FOUR:

CLAIMS MANAGEMENT, NEGOTIATION AND DISPUTE RESOLUTION

- ❖ **Module 1: Claims Management**
 - Understanding contractual claims
 - Types of claims
 - Claim preparation and submission
 - Documentation requirements
 - Evaluating claims
- ❖ **Module 2: Managing Contractor and Client Claims**
 - Time-related claims
 - Cost-related claims
 - Productivity loss claims
 - Change-related claims
 - Defending against unjustified claims
- ❖ **Module 3: Contract Negotiation Techniques**
 - Negotiation preparation
 - Commercial negotiation strategies
 - Win-win negotiation approaches
 - Managing difficult negotiations
 - Negotiation psychology
- ❖ **Module 4: Dispute Resolution Mechanisms**
 - Dispute avoidance techniques
 - Mediation
 - Conciliation
 - Adjudication
 - Arbitration
 - Litigation considerations
- ❖ **Workshop**
 - Claims assessment exercise
 - Contract negotiation role-play simulation

DAY FIVE:

ADVANCED CONTRACT MANAGEMENT AND CONTRACT CLOSEOUT

- ❖ **Module 1: Strategic Contract Management**
 - Contract portfolio management
 - Supplier relationship management

- Strategic sourcing alignment
- Contract value optimization
- Commercial excellence practices
- ❖ **Module 2: Contract Reporting and Analytics**
 - Contract dashboards
 - Performance reporting
 - Contract data analysis
 - Lessons learned reporting
 - Management reviews
- ❖ **Module 3: Contract Closeout Procedures**
 - Completion verification
 - Final account settlement
 - Release of guarantees and bonds
 - Documentation archiving
 - Contract closure checklist
- ❖ **Module 4: Post-Contract Evaluation and Continuous Improvement**
 - Contractor performance assessment
 - Lessons learned workshops
 - Benchmarking practices
 - Future contract improvements
 - Organizational knowledge management
- ❖ **Final Workshop**
 - End-to-end contract management case study
 - Contract closeout exercise
 - Group presentations and action planning
- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

USD\$ TBA - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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