



# Management & Leadership

## Excellence Techniques for Contract and Conflict Management

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- Location: London
  - Date: From 24/11/2025 To 28/11/2025
  - Investment: \$5950 (Excluding VAT)



**LONDON ROYAL**  
ACADEMY


[WWW.LONDONRA.COM](http://WWW.LONDONRA.COM)



## Course Introduction

This 5-day intensive course equips participants with the advanced skills and strategies necessary to excel in contract management and effectively resolve conflicts. Participants will gain a deep understanding of contract law, negotiation techniques, and conflict resolution methodologies, enabling them to minimize disputes, optimize contract performance, and achieve successful outcomes in complex business relationships.

## Training Method

- Pre-assessment
  - Live group instruction
  - Use of real-world examples, case studies and exercises
  - Interactive participation and discussion
  - Power point presentation, LCD and flip chart
  - Group activities and tests
  - Each participant receives a binder containing a copy of the presentation
  - slides and handouts
  - Post-assessment
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## Course Objectives

Upon successful completion of this course, participants will be able to:

- Master the fundamentals of contract law and legal principles relevant to business transactions.
- Draft, negotiate, and review contracts effectively with an emphasis on clarity, completeness, and risk mitigation.
- Develop and implement robust contract management processes to ensure compliance and optimize performance.
- Identify and proactively address potential contract disputes through effective communication and collaboration.
- Employ a range of conflict resolution techniques such as negotiation, mediation, and arbitration.
- Communicate effectively and persuasively in contract negotiations and dispute resolution.
- Enhance their negotiation and interpersonal skills to achieve mutually beneficial outcomes.
- Apply best practices in contract management and conflict resolution to improve business relationships and enhance organizational success.

## Who Should Attend?

This course is designed for a wide range of professionals, including:

- Contract Managers
  - Legal Professionals (lawyers, paralegals)
  - Project Managers
  - Procurement Specialists
  - Business Development Managers
  - Sales Professionals
  - Anyone involved in contract negotiation, drafting, or management
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# Course Outline

## Day 1: Foundations of Contract Law and Negotiation

- Core Legal Principles: Contract formation (offer, acceptance, consideration), essential contract clauses (warranties, indemnities, force majeure), key legal concepts (breach of contract, remedies).
- Introduction to Negotiation: Negotiation styles, BATNA (Best Alternative To a Negotiated Agreement), distributive vs. integrative bargaining.
- Case Study: Analyzing a real-world contract and identifying key legal and commercial issues.

## Day 2: Contract Drafting and Negotiation Strategies

- Effective Contract Drafting: Clear and concise language, risk allocation, and mitigation strategies.
- Negotiation Techniques: Active listening, questioning, persuasion, and building rapport.
- Developing Negotiation Strategies: Defining objectives, identifying interests, and developing a negotiation plan.
- Role-Playing Exercises: Practicing negotiation skills in simulated business scenarios.

## Day 3: Contract Management and Performance


- Contract Administration: Monitoring contract performance, tracking milestones, and managing change orders.
- Dispute Resolution Mechanisms: Negotiation, mediation, arbitration, litigation.
- Claim Management: Identifying and pursuing legitimate claims, responding to claims from the other party.
- Contract Audits and Compliance: Ensuring compliance with contract terms and conditions.

# Course Outline

## Day 4: Conflict Resolution and Communication

- Conflict Resolution Models: Interest-based negotiation, mediation, restorative justice.
- Communication Skills for Conflict Resolution: Active listening, empathy, assertive communication, and non-verbal communication.
- Managing Difficult Conversations: Handling emotions, addressing conflict constructively, and maintaining professional relationships.
- Role-Playing Exercises: Resolving simulated contract disputes and interpersonal conflicts.

## Day 5: Advanced Topics and Best Practices

- International Contract Law: Cross-border contracts, international commercial terms (Incoterms).
  - Technology and Contract Management: Contract management software, electronic signatures, blockchain technology.
  - Ethics and Professionalism in Contract Management
  - Case Studies: Analyzing real-world contract disputes and successful negotiation outcomes.
  - Q&A and Wrap-up Session
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# Registration & Payment

Complete & Mail to London Royal Academy or email  
registration@londonra.com



## Registration Form

- Full Name (Mr / Ms / Dr / Eng) .....
- Position .....
- Telephone / Mobile .....
- Personal E-Mail .....
- Official E-Mail .....
- Company Name .....
- Address .....
- City / Country .....

## Payment Options

- ☐ Please invoice me
- ☐ Please invoice my company





# Terms & Conditions

Complete & Mail to London Royal Academy or email

[registration@londonra.com](mailto:registration@londonra.com)



## Cancellation and Refund Policy

Delegates have 14 days from the date of booking to cancel and receive a full refund or transfer to another date free of charge. If less than 14 days' notice is given, then we will be unable to refund or cancel the booking unless on medical grounds. For more details about the Cancellation and Refund policy, please visit

[www.londonra.com/terms-and-conditions/](http://www.londonra.com/terms-and-conditions/)

## Registration & Payment

Please complete the registration form on the course page & return it to us indicating your preferred mode of payment. For further information, please get in touch with us

## Course Materials


The course material, prepared by the LRA, will be digital and delivered to candidates by email

## Certificates

Accredited Certificate of Completion will be issued to those who attend & successfully complete the programme.

## Travel and Transport

We are committed to picking up and dropping off the participants from the airport to the hotel and back.





# VENUES

 LONDON

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 KUALA LUMPER

 AMSTERDAM

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 SINGAPORE

 PARIS

 DUBAI

# OUR PARTNERS





# THANK YOU

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