



DISPUTE MANAGEMENT

Roles of Project & Contract Manager in Winning Disputes

CIDB

COURSE CODE: C-PM-04

LEVEL: Basic to Intermediate

LANGUAGE: Bahasa & English

OVERVIEW

Disputes are common in the construction industry. While some thrive in dispute resolutions, most are anxious and dreaded the experience. Is going to dispute that bad? How can you increase your chances of succeeding in disputes? It is crucial that contractors especially, make early and conscious effort to administer potential issues that will lead to dispute. As dispute may and will involve time and cost, getting a head start is probably the difference between making profit or losing in a project. Knowing how to prepare for construction dispute within the framework of project management will increase your chances of dispute resolution in your favor.

OBJECTIVES

- Identify and avoid causes for contractual claims and change orders.
- Recognize the different types of claims and how to prevent and/or deal with each type.
- Apply, through actual situations, the different approaches to claims handling including Alternative Dispute Resolution (ADR) and litigation.
- Practice and discuss, through a project, all aspects of handling and resolving contractual claims and change orders.

LEARNING OUTCOMES

- Identify and explain to demonstrate their knowledge and understanding of the nature of conflict and the role of conflict in society and within organizations;
- Understand and explain how disputes arise and different levels of conflict;
- Identify and analyze the sources of conflict in a given situation and determine the most suitable dispute resolution method for dealing with it;
- Demonstrate knowledge and understanding to distinguish different methods of resolving disputes including facilitative, advisory and determinative processes and understand the theoretical basis for the various approaches;
- Identify and critically examine ethical issues facing dispute resolution professionals and others involved in dispute management;
- Identify, practice and continue to develop and apply the interpersonal skills necessary for the successful resolution of disputes;
- Demonstrate knowledge of, and be able to implement, and comply with, standards applicable to various dispute resolution processes.

COURSE DURATION

2 days (9am—5pm)

Tea Breaks: 10:30am & 3:30pm | Lunch: 1:00pm-2:00pm

Note: Please contact our office for Training Date or visit our website for details (www.zohlgroupp.com)

METHODOLOGY

This program will be conducted with:

- Interactive Lecturers | PowerPoint presentation
- Discussions | Practical Exercise
- Role Play | Case Study

TARGET AUDIENCE

All those involved in implementing contracts and handling claims and change orders; also those involved in any step of contract preparation/administration for them to appreciate the importance of a well prepared contract.

LOCATION

Mindset Discovery Center™@ZOHL, M2-6-08, Level 6, 8trium Tower 2, Bandar Sri Damansara, Kuala Lumpur or Client's Preferred Location or selected venue in the Region(s)

COURSE CONTENT

1. PROJECT MANAGEMENT

- Definition of Project
- Definition of Project Management
- Definition of Dispute Management

2. RELATIONSHIP BETWEEN PROJECT MANAGEMENT & DISPUTE MANAGEMENT

- THE IRON TRIANGLE (TRIPLE CONSTRAINT) CONCEPT
 1. Scope, Time & Cost
 2. Customer / Client vs The Iron Triangle
- THE PROJECT LIFE CYCLE CONCEPT
 1. What is Project Life Cycle
 2. The Characteristic of Project Life Cycle

3. PROJECT CLOSURE MANAGEMENT

1. Administrative Closure
2. Contractual Closure

4. LOOKING FORWARD TO DISPUTE?

1. Causes of Dispute
2. Causes of Project Cost Escalation

5. SCOPE, TIME & COST CLAUSES OF THE CONDITION OF CONTRACT

1. JKR 203A
2. PAM 1998
3. PAM 2006

6. DISPUTE CLAUSES OF THE CONDITION OF CONTRACT

1. JKR 203A
2. PAM 1998
3. PAM 2006

7. MANAGING RISK

1. Definition of Risk
2. Positive & Negative Risks
3. Managing Risks

8. PROJECT MANAGEMENT BASELINE PLAN

1. What is project baseline plan?
2. Managing Deviation to Baseline Plan
3. Recording & Communicating Deviation

9. WINNING IS EASY

1. Technical Writing
2. Technical Compliance
3. Managing Stakeholder

10. ETHICS

1. Ethics and Business Practice
2. Integrity
3. In the Best Interest of the Project?

Customized In-House Training Program is available in the following areas:

Accounting & Finance | Administrative Skills | Career Development | Human Resources | Personal Development | Sales & Marketing | Leadership & Management | Workplace Essentials | Digital & Social Media Marketing | Cust Svc | SCM | Entrepreneurship | Soft Skills | HSE | Engineering | Telecoms | ICT | ISO | PM | TQM

CALL US FOR DETAILS or VISIT OUR WEBSITE AT WWW.ZOHLGROUP.COM



Sebarang pertanyaan sila hubungi Cik Niesa
ZOHL Consultancy Sdn Bhd (332967-D) (SST ID: W10-1810-32000429)

M2-15-02, Level 15, 8trium Tower 2, Jalan Cempaka SD 12/5
Bandar Sri Damansara, 52200 Kuala Lumpur

T: 03.6279.9276 F: 03.6279.0663 HP: 013.398.1038 E: plbk@zohlgroupp.com



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CIDB

COURSE FEE

PHYSICAL CLASSROOM (FACE-TO-FACE)

Peninsular Malaysia

- **With Green Card: RM530.00** per person incl. 6% SST
- **Without Green Card: RM636.00** per person incl. 6% SST

Sabah & Sarawak

- **With Green Card: RM636.00** per person incl. 6% SST
 - **Without Green Card: RM742.00** per person incl. 6% SST
- (Fee inclusive of Course Material, Attendance Certificate, and Meals)

ONLINE

- **With Green Card: RM477.00** per person incl. 6% SST
- **Without Green Card: RM530.00** per person incl. 6% SST

CERTIFICATE

Participants will be issued a Certificate of Attendance/ Accomplishment upon successful completion of this training program. Full attendance is a pre-requisite.

CIDB CCD Points

20 (for CIDB-Registered Companies)

REGISTRATION METHOD

1. **Online:** <https://zohlgroup.com/mdc/cidb-registration/> **OR**
2. Download this brochure at: <https://zohlgroup.com/mdc/cidb-brochure/> and fill up the required information. Then please **fax** to: 03.6279.0663
3. Or contact our office at: 03.6279.9276 / 013.398.1038

FACILITATOR

NG SOON KIANG (CARL) is a Bachelor Degree holder of Chemistry with Minor in Management. He started his career as Production Shift Supervisor in a US based medical glove manufacturer before moving to R&D line in an Australian glove manufacturer as an R&D Chemist over a total of 8 years. He then served as Senior Chemist in Quality Control Laboratory in Metal Smelting for 8 years and later moved to Wood-based Manufacturing Sdn. Bhd. as an R&D Manager.



The 16 years experience in science and technology has strengthened his grasp in both analytical thinking and quality practices. His conscience for quality products was nurtured through US FDA audits on medical products. He has codeveloped a patented (patented in USA) hydrogel coating for surgical gloves. He has also developed pre-curing formulations for latex which was later used in the production of examination gloves with a capacity of 500,000 pieces per day. The time in MIECO was spent developing formulations for particleboard and paper laminates.

He held the position of head of department of R&D, EHS and Regulatory Affairs in Wood-based Manufacturing Sdn Bhd. During 2007 and 2008, he was the head of QA/QC department responsible for incoming, in-process and outgoing quality while attending to quality complaints. Since 2007 he has become the Management Representative for QMS, EMS, OHSAS, JIS and PEFC-CoC.

He clocked over 450 hours of external training mostly under CIDB. He has just been certified by HRDF as a certified trainer. The list of subjects specialized include:

- ISO 9001:2015 Awareness | ISO 9001:2015 Internal Auditor
- Risk Management | Time Management | 7 QC Tools
- Chemical Spill & Splash Handling | Scheduled Waste Management
- Personal Protection Equipment
- Facilities Management | Building Services & Management

*Note: Trainer availability is subject to change

REGISTRATION FORM

Participant : _____

Position : _____

IC No: _____

Note: please duplicate this page for multiple participants' registrations

Green Card No: _____ (only if it is applicable)

CIDB Grade G : _____ (only if it is applicable)

Training Date: _____

Training Venue: _____

Organization: _____

Address: _____

Contact Person: _____

Position: _____

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PAYMENT

CASH: RM _____ **OR**

CHEQUE No: _____

Please fax your bank-in slip to 03.6279.0663 or scan your bank-in slip and email to plbk@zohlgroup.com

*Please make your cheque payable to:

ZOHL Consultancy Sdn Bhd



Account No:
514392303373

Signature & Company Stamp

Note:

- Date & venue of seminar subject to changes
- Payment must be made 7 days before the training date
- Registration cancelled 7 days prior to the event is subject to RM100 service charge per participant
- No refunds for notice received less than 7 days prior to the event. A substitution may be made at any time at no extra charge.
- Program content may change subject to revision by our consultants from time to time.
- Full fee is required with your registration. 5% Group discount is available - min 3 pax.

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