



DISPUTE MANAGEMENT

Roles of Project & Contract Manager in Winning Disputes

CIDB

www.zohlgroup.com

COURSE CODE: NT-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.zohlgroup.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:

Administrative Skills | Career Development | Human Resources | Personal Development | Sales & Marketing | Leadership & Management | Workplace Essentials | Entrepreneurship | Soft Skills | HSE | Engineering | Telecoms | IT

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@zohlgroup.com



DISPUTE MANAGEMENT

Roles of Project & Contract Manager in Winning Disputes



www.zohlgroup.com

COURSE FEE (incl 6% SST)

PENINSULAR MALAYSIA

With Green Card: RM530.00 per person

Without Green Card: RM636.00 per person

SABAH & SARAWAK

With Green Card: RM636.00 per person

Without Green Card: RM742.00 per person

(Fee inclusive of Course Material, Attendance Certificate, and Meals)

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:** http://zohlgroup.com/cidb_registration/ **OR**
2. Download this brochure at: <http://zohlgroup.com/cidb-brochures/> 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

Mohamad Hashim Mohamad Taib, the owner and key person of HTP Management, a company formed dedicated to and in pursuit of project management excellence. He is also Associate Consultant and Trainer with ZOHL Consulting Group. Had his primary and secondary education in Pahang. Furthered his study at California State University, Chico, USA and obtained a B.Sc. degree in Construction Management. He also holds a MBA from University Selangor in 2015 with minor in Islamic Finance.



One of the project that he was involved was the transformation of technical and vocational education initiative led by the Ministry of Education (MoE). His participation includes the survey of industry needs, select and propose specific curriculums, mapping against existing syllabus within the MoE and the National Occupational Skills Standard (NOSS). This includes the preparation of teaching and learning pedagogy, approval and certification. He was also involved in the setting up of proposed colleges and infrastructures to suit the technical teaching requirement.

He has a keen interest in the field of project management and became a member of Project Management Institute (PMI), an international organization that promotes the project management field. He obtained his Project Manager Professional (PMP) certification in 2005. He is also a member of Environment Research and Development (ENSEARCH), a local non-profit association on environment.

*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: _____

Tel: _____

Fax: _____

Email: _____

Company Website: _____

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.

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

Administrative Skills | Career Development | Human Resources | Personal Development | Sales & Marketing | Leadership & Management | Workplace Essentials | Entrepreneurship | Soft Skills | HSE | Engineering | Telecoms | IT

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@zohlgroup.com