PART I:  BECOMING A PROBLEM SOLVER – WHAT HAPPENS WHEN YOU THINK OF NEGOTIATION AND CONFLICT AS A NORMAL PART OF BUSINESS

1. Contract Implementation, Project Governance, and Relationship Issues
2. Dysfunctional Responses to Business Conflict
3. Best Practices
   a. Developing a dispute management mentality
   b. The importance of early awareness and intervention
   c. Developing a collaborative, problem-solving team among key participants
   d. Understanding contract requirements concerning dispute resolution
      i. Notice provisions
      ii. Claim provisions
      iii. Dispute Resolution provisions
   e. The importance of record-keeping practices and contemporaneous notes
4. Overview of Dispute Resolution Options
   a. Negotiation
   b. Mediation
   c. Arbitration
   d. Litigation
   e. Other forms of Dispute Resolution
5. Current Corporate Approaches to Dispute Resolution

PART II:  PRACTICE, PRACTICE, PRACTICE

In this section, participants will be given problem solving and negotiation role playing exercises which will then be discussed as a group.