

**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 off 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.