



Consulting and Training | Reach New Heights

Course Name

Certified Professional Contract Manager (CPCM)

Sector Name

Project & Contract Management

Document Type

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Course Introduction

Managing contracts can be a complex process that requires a thorough understanding of specific planning and procurement activities. Successful sourcing relationships are based on careful and detailed preparation before the contract is signed.

Both parties need a clear understanding of the type of relationship desired. Therefore, contract management is a systematic process in the procurement of services and products that involves specific phases and associated activities, including planning and purchasing, award, and implementation.

Choosing the right Contract Strategy is the primary factor in determining contractor performance. It defines the way work will be allocated among contractors, the type of contractors to use, the form of contracts (e.g., lump sum or reimbursable cost), the allocation of risks, and how benefits or incentives will be used.

“according to The CMBOK and NCMA’s contract management standards”

This training program is designed to enable all participants to achieve an integrated understanding of contract terms and conditions, identifying contract management strategies “according to The CMBOK and NCMA’s contract management standards”, and apply its proven techniques, tools and procedures, plus mastering Contracts Reading, Writing and Negotiating and Planning, and understand Best practices in Claims Management.

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Target Audience

- ✓ Contract Managers/Contract Analysts
- ✓ Facilities Managers
- ✓ Procurement Managers
- ✓ Sales and Marketing Managers
- ✓ Service/Operation Managers
- ✓ Consultants
- ✓ Financial Officers
- ✓ Portfolio and Commercial Managers
- ✓ Engineering/Maintenance Managers

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Learning Objectives

- ✓ Gain an advanced knowledge on contract management disputes, claims, counter claims, risk and administration.
- ✓ Master reading and writing contracts processes.
- ✓ Select the most appropriate contract strategy
- ✓ Design the contract to mitigate the risk of disputes and design a dispute resolution system
- ✓ Understand the effect of various organizational roles and their impact on the management and execution of the contract
- ✓ Improve understanding of various types of contracts and the suitability of each one to the particular requirements of the client and contractor
- ✓ Understand and apply the CMBOK and NCMA's Contract management standards.
- ✓ Apply the contracting policies applicable, and operational aspects in the industrial and commercial environment
- ✓ Improve the understanding of contract risk and the development of effective contingency arrangements
- ✓ Obtain an awareness of the legal implications of the contracting process and apply an appropriate remedy for disputes resolution and minimization of conflict
- ✓ Understand and apply Best practices in Claims Management.
- ✓ Prepare for the CPCM's exam.

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Course Outline

✓ Day 01

Contracts, Terms and Conditions:

- ✓ Understanding contracts – a refresher on legal requirements for a contract
- ✓ Types of contracts
- ✓ Description of a Contract
- ✓ Fundamental Contracting Perspectives – Risk and Price
- ✓ FIDIC Forms of Contracts
- ✓ General and special Conditions and terms.
- ✓ NCMA’s Contract management standards.
- ✓ Overview of The CMBOK terms.
- ✓ Understand Contract lifecycle “Pre-Award, Award and Post-Award”
- ✓ Layout of Contract.
- ✓ Essential Elements of a Contract
- ✓ Formal and Informal Contractual documents.
- ✓ Letters of intent.
- ✓ Letters of comfort.
- ✓ The specification and scope of work – linkage to price and payment
- ✓ Planning for Contract Life Cycles
- ✓ various organizational roles and their impact on the management and execution of the contract

Model Contracts and Terms:

- ✓ Selecting the right model for the contract
- ✓ Force Majeure clauses
- ✓ Indemnities and Insurance clauses
- ✓ Warranty clauses
- ✓ Bonds and Guarantees
- ✓ Contract variation clauses
- ✓ Economic Price Adjustments
- ✓ Terms & Conditions for Adjustments
- ✓ Price adjustments using price indexes

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Course Outline

✓ Day 02

Negotiation skills for effective contracting:

- ✓ Primary Negotiation Styles
- ✓ Power and Negotiation
- ✓ Stages of Negotiation
- ✓ Preparation for Negotiation
- ✓ The need for compromise
- ✓ Negotiation techniques
- ✓ Practical Application “Simulation”

Proactive Contract Risk Management:

- ✓ What do we mean by risk?
- ✓ Risk vs. uncertainty
- ✓ Attitudes towards risk
- ✓ Risk identification, factors and sources
- ✓ Risk analysis approaches
- ✓ Qualification and quantification of probability and impact
- ✓ Dealing with subjective elements of risk

✓ Risk strategies

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✓ Day 03

Effective Handling of Contract Performance Issues:

- ✓ Work Ordering Process
- ✓ Contract Administration
- ✓ Reporting Mechanisms
- ✓ Quality Assurance and Control
- ✓ Recovery Clauses

Best Practices around Price and Cost issues:

- ✓ Setting the supplier's agenda on costs and prices
- ✓ Cost and Price analysis methods
- ✓ Using economic price adjustment techniques
- ✓ Price transparency and cost breakdowns
- ✓ Managing the financial impact of contract variation
- ✓ Negotiation techniques for improving value for money
- ✓ Practical Application.

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Course Outline

✓ Day 04

Claims management

- ✓ When do claims arise?
- ✓ Typical contract claims – scope, delay, quality, payment
- ✓ Basic/complex claims
- ✓ Common subject of claims (none or part payment of variations/late payment/ D&D/poor or inadequate contract documents etc.)
- ✓ Managing change orders
- ✓ Collect and review data regularly
- ✓ Highlight potential issues as they arise
- ✓ Identifying specific claims
- ✓ Following the timing within the contract / or be reasonable
- ✓ Issue with applications for payment
- ✓ Maintain communication to achieve agreement
- ✓ Activity – how should a potential claim be handled

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✓ Day 05

Managing disputes:

- ✓ Implementing penalties or service credits
- ✓ Liquidated and unliquidated damages
- ✓ Termination and other methods of dealing with default
- ✓ Defects Liability Management
- ✓ Dispute Resolution - tools and techniques to use
- ✓ Contract closeout
- ✓ Preparing for CPCM's Exam.
- ✓ Case study

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Jan. 4, 2027	Jan. 8, 2027	5 days	4250.00 \$	UAE , Dubai
May 24, 2027	May 28, 2027	5 days	4250.00 \$	UAE , Dubai
Aug. 3, 2026	Aug. 7, 2026	5 days	4950.00 \$	Malaysia , Kuala Lumpur
March 14, 2027	March 18, 2027	5 days	4250.00 \$	KSA , Dammam

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