

Course Name

Contract Friction Diagnostics

Sector Name

Project & Contract Management

Document Type

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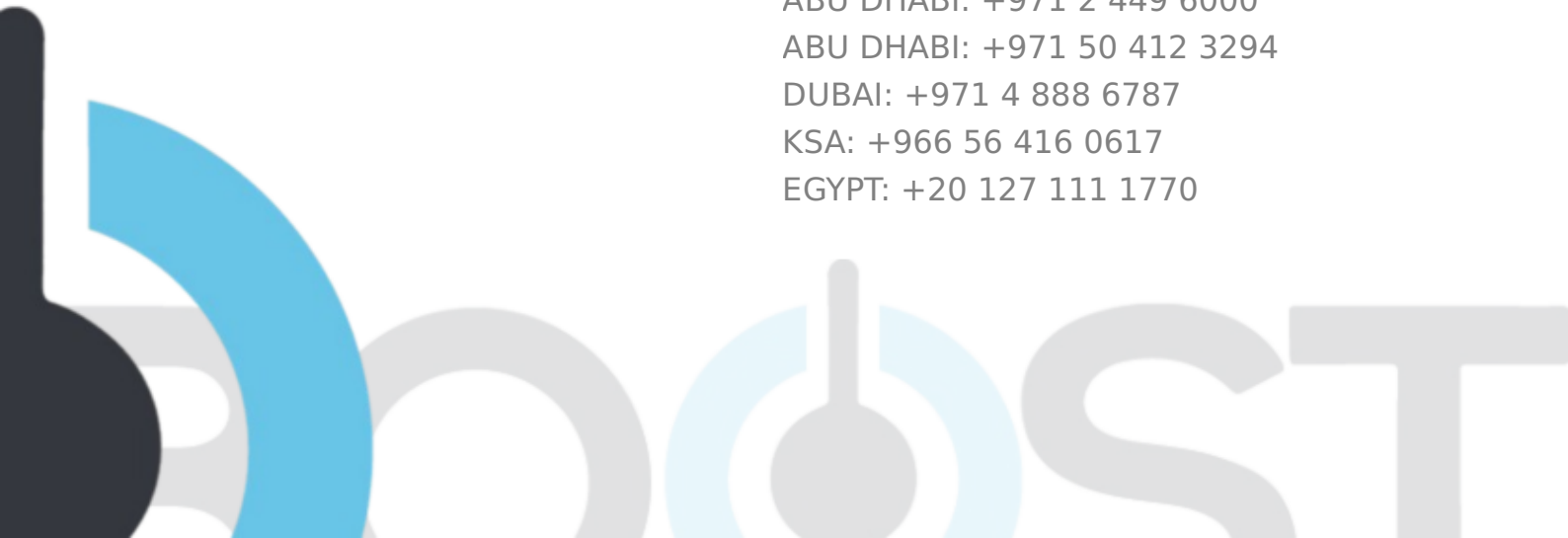
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Contract Friction Diagnostics

Course Introduction

Contract execution does not always fail because of a major dispute or a poorly drafted agreement. Performance can deteriorate gradually through repeated clarification cycles, slow approvals, conflicting interpretations, incomplete submissions, unclear decision ownership, weak records and recurring communication breakdowns. Each incident may appear manageable on its own, but when the same friction points repeatedly interrupt execution, they consume time, increase administrative effort, weaken cooperation and create the conditions from which larger contractual problems can emerge.

BOOST Consulting & Training presents **Contract Friction Diagnostics**, a practical program designed to help participants identify and remove **recurring sources of friction during contract execution before they escalate into claims or disputes**. The course treats friction as a diagnosable execution problem: participants learn to locate where interactions repeatedly slow down, distinguish symptoms from root causes, measure the operational and commercial impact of recurring friction, redesign weak interaction points, and establish early indicators that reveal when contractual relationships are beginning to deteriorate.



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Contract Friction Diagnostics

Target Audience

Contract and commercial managers, contract administrators, project managers, procurement professionals, and professionals involved in contractor or supplier performance.

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Contract Friction Diagnostics

Learning Objectives

- ✓ Identify recurring sources of friction during contract execution.
- ✓ Distinguish isolated contractual issues from systematic execution problems.
- ✓ Diagnosing the underlying causes of delays, clarification loops and repeated disagreements.
- ✓ Assess the operational and commercial impact of contractual friction.
- ✓ Redesign interaction points that repeatedly create execution difficulties.
- ✓ Detect early signs of increasing contractual tension.
- ✓ Build a structured approach for preventing friction from escalating into disputes.

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Contract Friction Diagnostics

Course Outline

✓ Day 01

Finding Friction in Contract Execution

Recognizing Contractual Friction

- ✓ Distinguishing normal execution issues from recurring friction patterns
- ✓ Identifying repeated clarification, approval and interpretation cycles
- ✓ Recognizing how small interaction failures accumulate into execution drag

Building the Contract Friction Map

- ✓ Mapping where contractual interactions repeatedly slow or break down
- ✓ Identifying friction across submissions, approvals, notices, changes and performance reviews
- ✓ Prioritizing friction points according to frequency and execution impact

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Course Outline

✓ Day 02

Diagnosing What Creates the Friction

Separating Symptoms from Causes

- ✓ Distinguishing visible disagreement from the mechanism creating it
- ✓ Testing whether friction originates in ambiguity, process, behavior or ownership
- ✓ Identifying recurring causes behind apparently unrelated execution problems

Diagnosing Decision and Ownership Gaps

- ✓ Identifying decisions with unclear authority or accountability
- ✓ Detecting approval routes that repeatedly create waiting time
- ✓ Clarifying ownership where contractual and operational responsibilities overlap

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Course Outline

✓ Day 03

Revealing the Hidden Cost of Friction

Measuring Execution Drag

- ✓ Assessing time lost through repeated clarification and resubmission
- ✓ Identifying additional administrative and management effort created by friction
- ✓ Tracing how slow contractual interaction affects project or service performance

Understanding Friction Escalation

- ✓ Recognizing how unresolved issues change communication and behavior
- ✓ Detecting when operational disagreement begins creating contractual positioning
- ✓ Identifying patterns that can develop into claims or formal disputes

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Course Outline

✓ Day 04

Redesigning Contract Interactions

Removing Recurring Friction Points

- ✓ Simplifying interaction paths without weakening contractual control
- ✓ Improving submission, review and response requirements
- ✓ Establishing clearer decision and escalation routes

Designing Better Contract Conversations

- ✓ Structuring issue discussions around facts, requirements and required decisions
- ✓ Separating problem resolution from unnecessary positional behavior
- ✓ Documenting outcomes without turning every interaction into dispute preparation

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Course Outline

✓ Day 05

Building Low-Friction Contract Execution

Monitoring Contract Relationship Friction

- ✓ Establishing indicators for repeated delays, clarification cycles and unresolved issues
- ✓ Detecting deterioration before formal escalation becomes necessary
- ✓ Reviewing recurring friction to improve future contract execution design

Contract Friction Diagnostics Lab

- ✓ Analyzing a contract scenario with multiple recurring execution problems
- ✓ Diagnosing the underlying friction mechanisms and their combined impact
- ✓ Building a Contract Friction Reduction Plan for workplace application

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Dec. 28, 2026	Jan. 1, 2027	5 days	4250.00 \$	UAE , Dubai

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