

Claims Management and Dispute Avoidance in financial institutions.

Day 1: Introduction and Fundamentals

- **Session 1: Overview of Claims and Disputes**
 - Importance of Claims Management
 - Understanding Dispute Avoidance
 - Stakeholders and Their Roles
 - **Session 2: Types of Claims and Common Causes**
 - Delay, Disruption, Variations, and Termination Claims
 - Case Examples and Lessons Learned
 - **Session 3: Claims Management Framework**
 - Identification and Notification of Claims
 - Documentation and Evidence Collection
 - Regulatory and Legal Considerations
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Day 2: Strategies and Practical Techniques

- **Session 4: Dispute Avoidance Strategies**
 - Risk Allocation and Management
 - Proactive Communication and Collaboration
- **Session 5: Evaluation and Negotiation of Claims**
 - Assessing the Validity of Claims
 - Quantification Techniques
 - Negotiation Best Practices
- **Session 6: Dispute Resolution Mechanisms**
 - Mediation, Arbitration, and Adjudication
 - Litigation and When to Use It
- **Interactive Workshop**
 - Practical Scenarios for Negotiation and Resolution

Day 3: Advanced Topics and Technology in Claims Management

- **Session 7: Technology in Claims Management**
 - Digital Tools for Claims Tracking and Management
 - Role of AI, Data Analytics, and Blockchain
- **Session 8: Industry Best Practices**
 - Record Keeping and Documentation Standards
 - ESG (Environmental, Social, Governance) Factors in Dispute Avoidance
- **Session 9: Case Studies and Group Activities**
 - Analysis of Real-World Examples
 - Group Discussions and Presentations
- **Session 10: Emerging Legal Frameworks and Regulatory Developments**
 - Recent Developments in Laws Impacting Claims and Disputes
 - Global Trends in Financial Disputes

Day 4: Future Trends and Integration

- **Session 11: Future Trends and Innovations**
 - Emerging Approaches to Dispute Avoidance
 - Trends in Claims Management and Financial Services
- **Session 12: Integrating Risk Management into Organizational Culture**
 - Building an Organizational Culture for Effective Claims Management
 - Risk Management Framework Integration
- **Session 13: Preparing for the Future of Claims Management**
 - Preparing for AI and Automation in Financial Claims
 - Preparing for Future Legal and Technological Challenges
- **Interactive Workshop**
 - Future-Proofing Your Claims and Dispute Strategy