LEGAL & COMMERCIAL

LC5 Dispute Resolution, Conflict Management and Alternative Dispute Resolution

This course provides a comprehensive exploration of dispute resolution strategies within commercial, legal, and procurement settings. Delegates will gain the confidence to identify, manage, and resolve disputes efficiently—balancing legal, financial, and reputational considerations. With a strong focus on negotiation and alternative resolution mechanisms, the course bridges legal understanding with strategic conflict management. Participants will return equipped with the tools to handle complex disputes, protect business interests, and apply alternative dispute resolution (ADR) approaches in cross-functional and cross-jurisdictional environments.

Course Information

Duration: 5 days

London (£4950): 9th March 2026, 18th May 2026, 13th July 2026, 7th September 2026, 26th October 2026, 14th December 2026, 7th June 2027, 26th July 2027, 20th September 2027, 8th November 2027, 10th January 2028

Companies nominating 3 or more delegates to attend the same programme will enjoy a special discount on the course fees.

Upon completion of one of our CPD certified courses, delegates will be awarded both an LMC certificate and a CPD certificate. No examination required.

Who is the course suitable for?

This course is ideal for professionals working across legal, procurement, and contract management functions, particularly those responsible for resolving disputes, managing supplier relationships, or navigating compliance frameworks. Participants from both public and private sectors, especially those operating in regulated or contract-intensive industries, will benefit from developing robust conflict resolution strategies and enhanced negotiation capabilities.

Course profile

Principles of Dispute Resolution

- Exploring the sources and dynamics of disputes in procurement and legal contexts
- Understanding the legal framework and procedural landscape of dispute resolution
- Differentiating between litigation, arbitration, mediation, and negotiation
- Recognising the early warning signs of conflict and dispute escalation
- Analysing the costs, risks, and outcomes of various resolution approaches

Effective Negotiation Techniques

- Building negotiation strategies and understanding your BATNA
- Managing power imbalances and stakeholder interests
- Handling impasse and deadlock in complex negotiations
- Using emotional intelligence to influence and resolve conflict

Strategic Approaches to Conflict Management

- Mapping conflict types and stakeholder roles using conflict mapping tools
- Developing a strategic conflict management plan for contract disputes
- Applying root cause analysis to identify underlying tensions
- Coordinating between internal legal and procurement teams
- Managing disputes across cultures and jurisdictions

Communicating Positions and Managing Risk

- Communicating legally robust and commercially viable positions
- Managing reputational and financial risk during disputes
- Drafting settlement agreements and dispute resolution clauses
- Delivering difficult messages to senior stakeholders and suppliers
- Reviewing lessons learned and applying dispute prevention strategies

Alternative Dispute Resolution (ADR) in Practice

- Understanding mediation, conciliation, and arbitration processes
- Selecting appropriate ADR pathways based on case profiles
- Structuring ADR clauses in procurement contracts
- Engaging third-party neutrals: criteria, costs, and expectations

Competencies

At the end of this course, delegates will be able to:

- Differentiate between dispute resolution methods and select appropriate approaches
- Identify early warning signs and escalation triggers in commercial relationships
- Apply negotiation strategies to manage impasse and stakeholder tensions
- Coordinate legal and procurement teams in cross-functional conflict management
- Communicate positions that are both legally sound and commercially strategic
- Assess and mitigate legal, financial, and reputational risks during disputes
- Draft and review effective dispute clauses and settlement agreements
- Integrate ADR pathways to support efficient and constructive resolution

Course Booking

Call us: +44 (0) 207 724 6007

Email us: training@lmcuk.com

www.lmcuk.com

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