



BEST PRACTICE IN CLAIM MANAGEMENT

AGENDA

- 1 **Term claim management**
 - Daring thesis and derivation of term
- 2 **Origin of claims & 1st action**
 - Good preparation is everything
- 3 **Processes / tools**
 - Structure is important
 - Best practice as the key to success
- 4 **What strategy do I need?**
 - Presentation of claim strategies
 - Pros & cons
- 5 **Negotiation "put the horsepower on the road"**
 - Negotiation planning and style
 - Psychology / rhetoric in the negotiation
 - Batna and Zopa / Harvard method
 - Negotiations
- 6 **Role behavior in the negotiation**
 - Practical implementation in the negotiation
 - Role playing
 - Evaluation by trainer / participant
 - Manipulation possibilities
 - Ethical consideration / evaluation
 - Abort the negotiation?

CONTACT

Do you need further details about our seminars or do you have any questions? Then please contact our seminar coordination:

-  +49 40 6370730-0
-  contact@carneades.com

TARGET GROUP

- Specialists at all levels from
- Claim / risk management
 - Procurement
 - Task force management
 - Risk controlling
 - Project management
 - Executive board
 - Quality management

with
certificate

WHEN?

CUSTOMIZED

WHERE?

CUSTOMIZED

SPEAKER



KAI MÜNSTER

Senior Claim Manager |
Quality Manager

Kai Münster is senior claim and quality manager at CARNEADES and supports projects in wind power. He has more than 10 years of experience in claim management in the field of renewable energies. His job is to manage claims in dealings with suppliers. Through his many years of experience, he ensures successful treatment of project deviations. He is very experienced in the analysis of contracts and documents and identifies early potential claims.

With a professional background in shipping, freight forwarding, trade and quality management he combines important elements of success as a senior claim manager, whereby his extensive negotiation know-how is the deciding factor.

Kai Münster is also quality manager at CARNEADES and responsible for the successful implementation of the quality management system ISO9001 in 2017.