
Third-Party Claims Handling, Coverage Analysis and Mediation Training Course

2 – 6 August 2027
Amsterdam





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Programme Summary

Third-party claims handling, coverage analysis and mediation are the subject of this one-week training course for claims, legal and risk leaders at managerial level, ending in a settlement strategy file for one disputed liability claim. Organisations lose value when claims are reserved late and disputes drift into formal proceedings. The programme moves from liability principles to policy response, valuation, negotiation and forum choice, using cases from construction, healthcare and manufacturing. Mars Training Centre UK delivers this programme on third-party claims handling to mixed-organisation cohorts.

The Business Case

A liability insurance claim is largely decided long before any hearing: by how quickly facts are secured, how the policy wording is read, what reserve is set and which route to resolution is chosen. When these decisions sit with different functions and follow no shared method, claims cost more, last longer and strain relationships with claimants and insurers. A common method lets leaders decide consistently and explain each decision.

- Claim Cost: Falls as liability, cover and reserve decisions are made early and recorded.
- Cycle Time: Shortens as the settlement route is chosen against stated criteria rather than habit.
- Dispute Exposure: Reduces as coverage positions are documented and defensible before they are challenged.

Principles and Evidence Base

- Fault-Based Liability and Causation Principles: Set the tests for duty, breach, causation and loss, applied in Session 1.
- Claims Reserving Principles: Require reserves to reflect probable outcomes and change with evidence, applied in Session 3.
- UNCITRAL Mediation Framework: Guides how a mediated settlement is structured, applied in Session 4.
- New York Convention on the Recognition and Enforcement of Foreign Arbitral Awards: Frames cross-border enforcement of awards, applied in Session 4.



Intended Participants

- Claims directors who set reserves and authorise settlements.
- Legal counsel who advise on liability, wording and dispute route.
- Risk managers who buy liability cover and notify claims.
- Insurance executives who oversee claims results and broker relations.
- Dispute resolution leads who choose the route to resolution.

Typical settings include insurers, construction groups, hospital networks and manufacturers.

Learning Outcomes

1. Participants will be able to evaluate a third-party claim for duty, breach, causation and loss.
2. Participants will be able to diagnose whether a liability policy responds by testing its insuring clause, exclusions, conditions and limits.
3. Participants will be able to construct a claim handling plan with evidence steps and a reserve rationale.
4. Participants will be able to prioritise settlement options by cost, time and relationship value.
5. Participants will be able to design a negotiation and mediation approach for a disputed claim.
6. Participants will be able to justify the choice between negotiation, mediation, arbitration and court for one dispute.

Programme Structure

Day 1: Third-Party Claims Handling and Liability Principles

When is a party legally responsible for harm to another?

- Duty and Breach Test
- Causation and Remoteness Analysis
- Heads of Loss Schedule
- Contributory Fault Assessment
- Claim Intake and Evidence Log

Day 2: Policy Response and Coverage Analysis

Does the policy respond to this claim, and on what terms?

- Insuring Clause Reading
- Exclusion and Condition Review
- Limit, Deductible and Aggregate Map
- Notification and Cooperation Duties
- Coverage Position Letter Outline



Day 3: Claim Valuation and Reserving

How is a claim valued, reserved and managed towards a decision?

- Claim Valuation Range
- Reserve Setting and Revision Rules
- Expert and Adjuster Instruction Brief
- Recovery and Contribution Routes
- Claim Strategy File Template

Day 4: Negotiation, Mediation and Forum Choice

How is a disputed claim resolved, and in which forum if talks fail?

- Negotiation Preparation Sheet
- Settlement Range and Walk-Away Point
- Mediation Roles and Process Map
- Forum Route Comparison
- Settlement Agreement Terms Checklist

Day 5: Settlement Strategy File for One Disputed Claim

Do the earlier records form one strategy that a claims committee can approve?

- Applying the Session 1 Duty and Breach Test
- Testing the Session 2 Coverage Position Letter Outline
- Reviewing the Session 3 Reserve Setting and Revision Rules
- Checking the Session 4 Forum Route Comparison
- Completing the Settlement Strategy File

Methodology

The programme uses case analysis built on one shared liability claim that develops across the five sessions, from first notice to a disputed demand. Participants work with prepared policy wordings, claim files and settlement offers; each record is then adapted to a claim from their own portfolio.

- Suggested activity: Reading a policy wording to decide which losses fall inside cover.
- Suggested activity: Defending a reserve for a disputed injury claim before peers.
- Suggested activity: Role play of a mediation between claimant, insured and insurer.



Capstone Output

Each participant completes a settlement strategy file for one disputed liability claim. It holds a liability assessment, a coverage position, a valuation and reserve note, a negotiation plan and a forum recommendation. The file is used at work to brief a claims committee, instruct counsel and experts, and record the reasons for a settlement decision.

Frequently Asked Questions

Is third-party claims handling training suitable for leaders without a legal background?

Yes. Third-party claims handling is taught through cases and templates. It assumes experience in claims, risk, legal or insurance management but no formal legal qualification.

Which principles does third-party claims handling training rest on?

Third-party claims handling training rests on fault-based liability and causation tests, claims reserving principles, the UNCITRAL mediation framework and the New York Convention on enforcing arbitral awards.

How is the strategy file from third-party claims handling training used at work?

You use the file to brief a claims committee, instruct counsel and experts, and record why a claim was settled, defended or sent to arbitration.

How does third-party claims handling differ from first-party property claims training?

Third-party claims handling deals with claims made against an insured by an injured party, while first-party property claims training covers the insured's own loss.