



ADVANCE MEDIATION RESILIENT TEAMS

(A Psychological Approach with Optional Legal Insights)

Certificate of Completion: Advance Mediation Resilient Teams

Course Code: M006/25

Duration: 32 Hours

Delivery Format: Hybrid

Target Audience:

ByteDance HR Team

Program Outcomes:

Upon completion of the Advance Mediation Resilient Teams program, participants (ByteDance HR professionals) will be able to:

- Equip themselves with foundational and advanced mediation skills tailored to workplace dynamics.
- Enhance their emotional intelligence and resilience to manage challenging mediation scenarios.
- Provide actionable tools to resolve conflicts, rebuild trust, and foster collaboration.
- Integrate optional legal insights to address compliance and ethical considerations if needed.

Detailed Syllabus

Module 1: Psychological Dynamics of Workplace Conflict

Outcome: Participants will be able to understand the underlying psychological factors that contribute to workplace disputes.

Topics:

- Understanding triggers and behavioural patterns in workplace disputes.
- The role of emotional undercurrents and power dynamics in conflict.

Activities:

- Case study analysis of conflict triggers, group discussions on power dynamics.

Assessments:

- Written reflection on personal conflict triggers, analysis of a conflict scenario through a psychological lens.

Module 2: Emotional Intelligence for Mediators

Outcome: Participants will be able to develop mediators' emotional regulation and empathy skills for effective conflict resolution.

Topics:

- Techniques for emotional regulation and stress management.
- Building empathy and maintaining neutrality in sensitive situations.

Activities:

- Role-playing emotionally charged scenarios, empathy mapping exercises.

Assessments:

- Peer feedback on role-playing focusing on empathy, self-assessment of emotional regulation.

Module 3: Mediation Framework and Best Practices

Outcome: Participants will be able to master the stages of mediation, from preparation to agreement.

Topics:

- Stages of Mediation and the mediator's role in each.
- Creating a safe space for open and constructive dialogue.

Activities:

- Mock mediation sessions applying the stages, group discussions on establishing a safe environment.

Assessments:

- Evaluation of participation in mock mediation, identifying key elements of a safe mediation space.

Module 4: Communication Skills for Mediation

Outcome: Participants will be able to enhance communication techniques to facilitate understanding and resolution.

Topics:

- Active listening and reframing techniques.
- Verbal and non-verbal communication strategies to foster collaboration.

Activities:

- Communication skills exercises, practicing reframing statements.

Assessments:

- Observation of communication skills in role-playing, written application of reframing techniques.

Module 5: Resolving Deadlocks and Multi-Party Conflicts

Outcome: Participants will be able to learn effective negotiation strategies for mediators and parties.

Topics:

- Identifying the root causes of impasses and strategies to break them.
- Managing multi-party disputes and balancing competing interests.

Activities:

- Simulations of deadlock scenarios, multi-party negotiation exercises.

Assessments:

- Evaluation of strategies used in deadlock simulations, analysis of approaches to multi-party conflicts.

Module 6: Advanced Questioning and Problem-Solving

Outcome: Participants will be able to develop sophisticated questioning techniques and facilitate creative problem-solving in mediation.

Topics:

- Probing for underlying interests and effective questioning techniques.
- Handling resistance and emotional outbursts effectively.
- Facilitating collaborative problem-solving.

Activities:

- Practicing advanced questioning techniques, role-playing resistance scenarios.

Assessments:

- Application of advanced questioning in scenarios, evaluation of strategies for handling resistance.

Module 7: Comprehensive Mediation Simulation

Outcome: Participants will be able to gain practical experience in mediating a complex workplace conflict.

Topics:

- Participants mediate a complex workplace conflict involving emotional and organizational challenges.

Activities:

- Full-day comprehensive mediation simulation with assigned roles.

Assessments:

- Evaluation of mediator performance in the simulation, feedback from peers and instructors.

Module 8: Legal Backing in Workplace Mediation

Outcome: Participants will be able to understand the legal perspectives relevant to workplace mediation and ensure ethical practice.

Topics:

- Recognizing when legal perspectives are critical for resolution.
- Compliance and ethical considerations for mediators.

Activities:

- Analysis of legal case studies relevant to workplace disputes, discussion of ethical dilemmas.

Assessments:

- Case study analysis focusing on legal and ethical implications, quiz on relevant legal principles.