



ABOUT HIDDEN DIMENSIONS

Hidden Dimensions was founded in 1998 by Charissa Bloomberg, as a Corporate Training Consultancy working with the development of human potential.

The focus is on facilitating personal growth and development through an experiential and active learning process. This aims to assist people in understanding their own behaviour first, to learn how it affects others and then to unlearn those ineffective behaviour patterns.

Charissa specialises in enabling adults to express themselves, learn new skills and test these skills in a safe environment, through the medium of role-play, experiential learning and psychodrama. They therefore gain insight into themselves and learn to support each other.

Workshops are offered at executive and all other levels of a corporation.

Pre Training Research

Hidden Dimensions will conduct interviews with relevant delegates to establish exact needs, in order to optimise results. Upon our findings of these assessments, a detailed proposal will be presented for approval

Our Recommendation

We at Hidden Dimensions believe that by understanding the needs, vision and strategies that the company is trying to achieve with each individual within his/her department and by determining performance strengths and obstacles through individual assessments, we can get the required results.

Once we have implemented the training, we exercise quality control with post training assessments and reports, if need be.

General Content

The content of the programme will depend on the outcome of the above research unless there are already identified specific requirements, which need to be addressed.

HIDDEN DIMENSIONS SKILL SET

Charissa Bloomberg is a Registered Psychologist (MA Psychology UCT) who studied Psychodrama and Group Dynamics at Oxford University (UK). She is also a Drama and Oral Communication Teacher (Trinity College London), an accredited Emotional Intelligence Trainer and a Life skills Facilitator (UCT), Integrity Leadership specialist.

Charissa has lectured and consulted to various organisations in South Africa and worked extensively at UCT in staff training and development. She also lectured at UWC and UCT in the Department of Psychology.

She presents regularly at international conferences and published research on emotional intelligence.

She has had own radio show chatting about relationships and consults for 2 SABC TV shows (Expresso afternoon and morning show) as their resident psychologist and been on various TV talk shows. Charissa has also shared her life story on a SABC 3 program "Power Within" to inspire other woman.

METHODOLOGY

All exercises and input are experiential where there is active learning and participation through sharing, brainstorming, discussion groups, role-plays and feedback (very little lecture format). A fun but safe environment is created, whereby individuals feel free to open up and share experiences, issues or problems. The value of this is the interactive learning experience, as well as being able to problem-solve, set goals and “bond.”

POST TRAINING QUALITY ASSURANCE

Should it be required and agreed upon, Hidden Dimensions will continue with monitoring delegates to ensure lasting results, after the initial training intervention is completed. Mentoring, coaching and follow up short sessions are offered.

Our team consists of a core of highly motivated specialists, able to provide expertise at a cutting-edge level and who are familiar with the principles of the world's best practice.

COSTING & DURATION OF TRAINING

Under all circumstances we prefer to do a costing upon your specific requirements, taking into consideration the amount of delegates involved, as well as budget constraints.

TALKS, THINK TANKS, COURSES and WORKSHOPS OFFERED

EMOTIONAL INTELLIGENCE (EQ)

(INDIVIDUAL & GROUP TESTING & INTERPRETATION)

- Effective communication depends very strongly on Emotional Intelligence.
- Self-control, the ability to know your own strengths and challenges, persistence and flexibility and managing your own and others emotions are crucial personal competencies required for effective leadership.
- Understanding and inspiring others, the need to be of service as well as an ability to influence with integrity, contain some of the crucial social competencies of effective leadership. In short – effective leadership depends on Emotional Intelligence.
- Other EQ competencies include self-awareness, loss of impulse control, motivation, mood, empathy, stress management, emotional honesty and many more. (17 in total)

INTEGRITY LEADERSHIP

- What is integrity and how do we apply it?
- Why is it an important value to have as leaders//managers?
- Integrity competencies
- Integrity as part of Emotional Intelligence
- The link between integrity and self esteem
- Integrity ambassadors
- Setting up integrity policies and procedures
- Mentoring/ Buddy system
- Setting integrity as a fundamental cornerstone of the business
- Putting measures in place to ensure the organization meets integrity thresholds
- Integrity policy draft (just an awareness of this, no time to do in the session)
- Practical applications in our own life
- How to debrief oneself after stressful customers/clients

- Not to take the negativity and stress home
- Dealing with stressful toxic clients
- Being assertive with clients and ethical (the challenge thereof)
- Looking at our confidence levels and the impact it has on colleges
- Self-empowerment. Mind power, controlling ones thoughts

USING INTERITY TO DEAL WITH DIFFICULT CLIENTS

- Communication, voice projection, interpersonal skills (eye contact, listening skills and proximity)
- Non-verbal communication, gestures, handshakes, facial expression
- Professionalism, code of ethics, values, morals
- Presenting yourself in a diverse market
- Being aware of cultural issues
- Business etiquette (handshakes, cell phones, when to sit, take jackets off, ETC)
- Learning how to put the customer first and make them feel special

SALES INTEGRITY

- Learning how to be transparent and honest and still win the sale
- Customers prefer honesty, rather than finding out you have been dishonest to win a sale
- Learn new techniques to win customers
- Once an organization has lost integrity it's very hard to win clients back
- With social media, organizations have to be careful not to receive negative feedback that can't be erased.

MANAGERS COURSE

- Common mistakes that managers make
- How to manage people effectively to get results
- "Growing your people" (You are just as strong as your team)
- What your personal EQ assessment tells you about your management style, your strengths and challenges and how this affects others
- How to deal effectively with poor performance
- How to manage your anger, stress and deal more efficiently with conflict
- Working with assertiveness and NOT aggression
- How to get your message across without shouting and belittlingly people (why shouting is less effective to handle problems)
- How to keep your power and authority and be in control, without losing your temper
- Working on your personal stress levels and managing a healthier outlook (concerned for heart attack and stroke levels due to unhealthy lifestyle)
- Explanation of how your body reacts when you lose your temper (blood pressure rises, heart beats faster etc. and the impact this has long term on your body).

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INTERPERSONAL SKILLS

- Applying appropriate voice control – power of the spoken word
- Using effective non-verbal communication – eye contact, gestures, body language, facial expression and proximity;
- Listening actively
- Employing effective turn-taking and topic control
- Communicating needs
- Communicating assertively
- Communicating for conflict resolution
- Encouraging Integrity, values and ethical code

PUBLIC SPEAKING

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STRESS MANAGEMENT/ ADRENAL FATIGUE

- Understanding the nature of stress
- Listening to symptoms and signs that your body and mind are communicating to you
- Preventing and managing stress – specific techniques
- Managing emotions
- Balancing career and personal life
- Recognising the symptoms of adrenal fatigue
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- Preventing burnout
- Managing the stages after burnout.

EMPOWERED MANAGERS, EMPOWERED TEAMS

This programme builds team spirit and provides practical strategies towards resolving issues within the team. The interactive programme is presented to teams at any level over a period of two to three days. An outdoor activity can also be incorporated. Facilitation, appropriate role-plays and simulations are used to promote application of skills. A pre-training needs analysis, conducted with individuals by means of a questionnaire, and with management through consultation, will determine which of the following components will be explored and applied during the programme:

Management & Supervisory Skills

- Listening & Speaking Skills
- Making & Taking Decisions
- Managing with Authority

- Time Management
- Emotional Intelligence & Management
- Conducting effective Meetings
- Dealing with employees' personal problems;
- Managing poor performance;
- Giving and receiving positive and negative feedback;
- Managing by objectives.

Team Strengthening

- Building team spirit
- Ensuring cohesive functioning
- Performing optimally on the job
- Looking at employee's strengths and challenges
- Expectations of our leader
- Leaders expectations of team
- What wrong with the team and how can we fix it
- Building good relationships.

Team motivation

- Giving and receiving positive feedback in the workplace
- Building and motivating others in your team
- Communicating your needs effectively
- Dealing with conflict as soon as it happens;
- Building honest communication in your team;
- Praising, uplifting and supporting other team members
- Sensing when motivation is low – what to do about it
- Maintaining high levels of motivation
- Outdoor activity (various options to choose from)

Goal setting and personal mission statement

- Setting our own short and long-term goals
- Exploring the importance of goal setting
- Adhering to goals
- Developing our own personal mission statement
- Incorporating our values, goals and ethics
- Using goals and mission statement in our everyday life
- Becoming motivated by our goals
- Changing goals, if they are not working for you.

Change Management

- Managing change constructively – coping strategies
- Seeing change in a positive light
- Growing personally
- Changing attitude – from negative to positive
- Reviewing the future positively
- Managing differently and effectively during change.

Conflict management

- Understanding what conflict is and its causes
- Exploring feelings associated with conflict
- Dealing with incompatible personalities

- Coping with unresolved conflicts
- Role conflict and ambiguity; Exploring your primary conflict coping style
- Reacting to conflict
- Managing interpersonal, inter-group and inter-organisational conflict
- Managing difficult situations.

Assertiveness techniques

- To understand the difference between passiveness, assertiveness, passive aggression and aggrieve behaviour
- To know how to communicate assertively and create a win/win outcome
- Learn how to manage conflict and misunderstanding, which is crucial for assertiveness training
- Communicate your truth effectively
- Using integrity as part of communication
- Learning how to be honest, transparent and authentic
- Manage your own stress
- Using interpersonal skills as part of assertiveness
- Tips for self-reflection and self-management
- Mind power tips to overcome negative thinking about assertive behaviour

Anger management

- How to control anger
- The impact anger has on productivity
- What anger does to your health
- Toolkit of managing anger
- Anger as part of impulse control (EQ)

Cultural diversity

- Learning about and understanding other cultures
- Exploring the need for different communication skills
- Respecting “the other” – a culture that is different from yours
- Working effectively in a multi-cultural context
- Recognizing and defusing racial tension
- Dealing with feelings of anger, hate, helplessness from past racial conflict
- Taking ownership of those feelings and taking responsibility for them.

Corporate culture and climate

- Understanding organisational behaviour;
- Working within the organisation’s mission statement;
- Defining culture;
- Discovering the prevalent climate in your organisation;
- Changing culture and climate.

Leadership skills and delegation

- Leadership vs. Managing
- Leadership as part of management
- Leadership theories
- Selecting the appropriate style
- Developing followers
- Overcoming the barriers to delegation
- Exploring the benefits of delegation
- Selecting – what to delegate

- Understanding delegation level and readiness
- Implementing the six-step delegation process
- Dealing with employees personal problems
- Managing poor performance
- Developing mentorship and coaching programmes.

Entrepreneurial skills

- Learning to be creative
- Think out of the box
- See the gap in the market and take it
- Have the courage to trust your gut instinct
- How to motivate yourself
- See failure as a way forward for success
- Learn what not to do from your failures

Staff support through restructuring and retrenchment

- Conducting support group meetings (to discuss feelings in safe, confidential environment)
- Providing a forum to allow fears to be expressed and dealt with
- Providing individual counselling (for those who prefer a one-on-one basis)
- Training skills (change management, coping strategies, communication, conflict management, self-empowerment and staff motivation).

STRATEGIC IMAGE MANAGEMENT COURSE (men and women)

Outcomes:

- To act professionally when dealing with corporate customers
- Be aware and fully conversant on how to enhance customer relationship through proper image management
- Learn the importance of the “15-second Principal.”(Importance of first impressions)
- How to create a positive impression.
- Learn how to “Power Dress”
- The art of accessorizing correctly
- Business/corporate dress code
- “Image from the Inside Out”, learning to change negative perceptions about ourselves
- Apply self confidence in your Business Interactions with customers
- How to use correct Business Etiquette
- Become aware of cultural differences and how to respect differences
- The importance of nonverbal communication
- What professionalism is, how to apply it
- Use of personal code of ethics, values and morals in providing good service
- How to empower and motivate ourselves
- Behavior change to be seen in relation to the above

IMAGE INSIDE AND OUT (looking at the negative things we say to ourselves)

It is no good if we look great and yet feel insecure (negative thoughts about ourselves)

- Self-empowerment (how we disempower ourselves and toolkit to change it)
- Experience the connection between external impressions and internal expressions
- Optimise strengths and reduce weaknesses

- Rediscover themselves through self-awareness, self-empowerment, confidence building.
- Boosting self-image
- Change their negative thought processes about themselves

SELF-EMPOWERMENT AND MOTIVATION

- Changing negative thought patterns
- Learning to listen to our own self-talk
- Becoming aware of the power of the mind
- Claiming back our personal power
- Taking responsibly for our actions
- Incorporating motivational theories – how to motivate others and ourselves.

COACHING AND MENTORING

- Managers and senior level
- Executive coaching
- EQ coaching

About Charissa Bloomberg



Radio & TV Celebrity Psychologist, TV presenter Charissa Bloomberg is a renowned Integrity Leadership specialist, accredited Emotional Intelligence facilitator, media activist and CEO of Hidden Dimensions; a corporate training and consulting company.

With a Masters in Psychology (UCT distinctions) as well as a Psychodrama and Group Dynamics qualification from Oxford University (UK), where she studied Psychodrama and role play, she is also a qualified Drama and Communications teacher from Trinity College in London.

Capetonian born and bred, she brings 19 years of extensive international experience in motivational speaking, corporate consulting, coaching, mentoring, training and facilitation in all areas relating to organisational behaviour, leadership and team analysis.

Her multi-faceted expertise also includes having had her own private practice, written various research papers and magazine articles (that were published), and had several TV, radio and talk engagements. Spoken at conferences around the world, and lectured at UCT, UWC & CTI.

Integrity Leadership

Charissa's passion lies in Integrity Leadership and the cost of low integrity in organisations, as well as building integrity into all working and private relationships. She also works with Youth NGO's to host programs on Integrity Leadership. Charissa is currently launching her "do the right thing now" campaign with youth

Adv. Thuli Madonsela as Patron on Integrity Leadership in South Africa

Charissa is proud to announce her association with Adv. Thuli Madonsela as her Patron, after she acknowledged and endorsed Charissa's highly appreciated and valued work on Integrity Leadership in South Africa.

Background on Integrity Leadership

After consulting in various institutions and working closely with teams, Charissa realised that

although institutions have Integrity as their core value, many employees do not understand what it means to apply this value in their everyday life.

Charissa extensively researched this topic to see if it can be trained and has consequently written her own training course, developed material and has been very popular giving talks on Radio and TV on developing Integrity. She facilitates the development of leadership within South Africa. As such, has recently decided to leverage her extensive knowledge and networks to focus on empowering the corporate world and youth to revisit the way we conduct ourselves in our everyday life.

Charissa uses her large media network coverage to educate, inspire and uplift, on a large-scale forum and uses humour, honesty and shares her own experiences as examples.

Other expertise involvement

Regarded as a Relationship Expert on radio and TV, her programs are known to tackle burning issues in our society, with the aim of equipping her audience and followers with everyday tools

Charissa was also privileged to consult on the Oscar Pretorius trial, due to her extensive knowledge on Anger and the Flight/ Flight response. She spoke on radio and TV discussing this topic.

Charissa uses humour, honesty and shares her own experiences as examples.

She is currently a TV presenter and regular guest on Espresso breakfast and afternoon shows SABC 3 (for many years) and has had own radio guest show both on Heart 1049 and Smile radio 90.4 'Uplifting the Nation' She also has a numerous guest slots on 702, Cape Talk and Fine Music Radio, to name a few.

Corporate Background

Charissa consults in the Mining and Construction arenas internationally on Emotional Intelligence for leaders, managing anger and conflict on site, also assisting managers in their team analysis. Fondly called the "Site Shrink" she trained employees on all levels, mentored and coached for over 9 years. She was recently the guest of honour speaking on Integrity leadership at an International conference (CIB International Health, Safety and People in Construction) 12/6/17

A few of Charissa's clients include:

*Aveng Grinaker LTA * WBHO * Murray & Roberts * Anglo American * Vodacom * Dept of Trade and Industry * Telkom * Pfizer * Deloitte * the Department of Labour * PEP * Ackerman's * Struik Publishers * Numerous NGOs*

A few topics include:

Leadership Skills	Management and Supervisory Skills
Women's leadership	Adrenal and Compassion Fatigue
Team Strengthening	Change Management
Self-mastery	Building a Culture of Integrity
Anger Management	Integrity centred leadership
Cultural Diversity	Self Leadership
Business Integrity	Youth Integrity Leadership
Emotional Intelligence (EQ)	Self-Empowerment and Motivation

Charissa's Cover of Inside Mining magazine, article on Site Psychologist 2014.

[<http://www.miningne.ws/2014/07/31/the-site-psychologist/>]

Some of Charissa's radio and TV guest slots on Espresso show SABC3 include:

- Living with an Unemployed Partner. [https://youtu.be/I4us6_9fZ4k]

- Listen to **Integrity** by Charissa Bloomberg #np on #SoundCloud [<https://soundcloud.com/charissa-bloomberg/sets/integrity>]
- Watch Celebrity psychologist Charissa Bloomberg talk about **Integrity Leadership** on the Faizal Sayed show (**episode 1**) [<https://youtu.be/zZAwXzISaQc>]
- Watch Celebrity psychologist Charissa Bloomberg talk about **Integrity Leadership for Youth and Corporates** (what the sessions entail).
- (**episode 2**) { <https://youtu.be/tlIEeQ0UuhI> }



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Life skills facilitator (University of Cape Town)
Accredited EMOTIONAL INTELLIGENCE facilitator*

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