



Program Support Center

ABOUT PSC

The Program Support Center (PSC) is the largest multi-function shared service provider to the federal government. Hosted by the U.S. Department of Health and Human Services (HHS), PSC provides our customers support services focused on their needs — so they can focus on their core missions.

Established 20 years ago to reduce HHS's annual spending and to increase the quality of its administrative services, PSC today offers over 40 services to HHS and other federal agencies. PSC operates on a competitive fee-for-service basis in four key markets: administrative operations, real estate and logistics, financial management and procurement, and occupational health.

In 2001, PSC acquired Federal Occupational Health (FOH). Created by Congress in 1946, FOH has over 70 years of experience serving federal employees and their families worldwide to improve their health, safety, and productivity.



For more information contact
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ORGANIZATIONAL DEVELOPMENT AND LEADERSHIP

Transform Managers into Leaders

When we take our federal government civil servant or enlistment oath, we feel a sense of pride that it is our responsibility to be a leader in support of our agency's mission. After serving for months, and in many cases years, supervisors can gain the skills to complete assigned tasks; however, they may lack the experience to lead staff effectively. It takes a unique set of skills and training to build strong teams, inspire employees, and create a culture of collaboration and innovation to help advance agencies, individuals, and ultimately, our federal government.

The **Program Support Center (PSC)**, through its **Federal Occupational Health (FOH)** services, offers Organizational Development and Leadership support to transform supervisors into leaders. The service offers managers different methods to develop collaborative teams, resolve and mediate conflicts and issues, motivate employees, and create department-wide strategies. The results increase morale, reduce attrition, boost management confidence, improve productivity, and create an agile workforce that can work across boundaries, fostering collaboration to meet an agency's mission.

Develop Leadership Skills and Qualities

PSC Organizational Development and Leadership provides interactive team services and one-on-one development services. The sessions can be off-the-shelf or tailored to meet specific individual or workgroup needs for greater organizational effectiveness including:

- **Building and increasing team skills and cultivating collaboration** by providing tools and techniques to develop processes, address intrinsic and extrinsic environmental factors, improve performance, increase trust, and empower staff to facilitate decision-making.
- **Developing individual strengths and leadership qualities** by identifying abilities and challenges to assist with personalized performance improvement to motivate, create loyalty, influence, and inspire employees and the whole organization.
- **Building employee confidence and gaining skills for promotion** by offering resume writing courses, interview techniques, and personalized career development assessments to advance team members through Individual Development Plans.
- **Designing innovative and effective agency programs, curriculum, and action plans** by providing a 360 and 180 degree organizational health assessments and evaluations to create strategic short- and long-term agency plans.
- **Proactively managing change** by gaining access to Civility, Respect, and Engagement in the Workplace (CREW) facilitation services to support culture change and encourage open communication to embrace the new normal.

FEDERAL SHARED SERVICES

Accounting Services

Accounting
Debt Collection
Financial Reporting

Acquisition Management Services

Acquisitions

Behavioral Health Services

Employee Assistance Program
Organizational Development and Leadership
Psychological Testing and Evaluation Program
Work / Life Programs

Building Operations Services

Facilities Operations and Maintenance
Room Management
Shredding

Clinical Health Services

FedStrive
Health Clinics
Medical Employability
Medical Surveillance
Workers Compensation Management

Environmental Health and Safety Services

Automated External Defibrillator
Environmental Health and Safety

FedResponse Services

Customer Contact Center

Grants Finance and Administration Services

Grants Management
Indirect Cost Negotiations

Mail and Publishing Services

Departmental Forms Management
Digital Document Management
Graphic Arts
Mail Operations
Mail Screening
Printing Program Management
Section 508 Compliance

Real Property Management Services

Real Estate Strategy
Real Property Disposal
Space Design and Construction

Supply Chain Management Services

Labor and Moving
Medical Supply Fulfillment
Personal Property Disposal
Personal Property Management
Publications Fulfillment
Storage

Transportation Services

Fleet Operations
Transit Subsidy Program Management
Travel Program Management

Wellness and Health Promotion Services

Wellness and Fitness

- **Streamlining processes and increasing efficiencies** by receiving customized training designed for each customers' specific situations and providing approaches for process improvement, gap analysis, and accountability reviews.
- **Developing and executing strategies with agility** by learning how to plan and focus management and staff on efforts to accomplish agency missions, visions, and goals for the betterment of the government.

Federal Employees with an Inside Track

What makes PSC Organizational Development and Leadership unique is professional mentors who work side-by-side with federal employees. They have a clear understanding of the dynamics of how agencies function and nuances of the federal government that cannot easily be identified by outside organizations that do not have daily experience in government.

Additionally, PSC is grounded in the belief that people are the most critical asset. This is why PSC's team of experts work closely with customers to objectively listen, thoroughly understand, and carefully assess their current state when creating a program focused on their leadership strengths and tackling any challenges. Customers will build an empowered, accountable staff who can deliver results.

Build Strong, Influential Leaders Today for Tomorrow

PSC Organizational Development and Leadership turns supervisors into effective leaders. They acquire the tools to become confident, influential leaders to make a positive impact on their staff and agency. The boost in confidence enhances their ability to make executive decisions, drive operational efficiencies, optimize resources, and tackle complex challenges. All of this combined creates a culture of collaboration and innovation to support their agency's core mission and the advancement of the federal government.

Improving the Health, Safety, and Productivity of Federal Employees

Federal Occupational Health (FOH), a part of the Program Support Center (PSC), is the largest provider of occupational health services in the federal government, serving 1.8 million employees in more than 360 federal agencies worldwide. FOH works in partnership with agencies to design and deliver comprehensive occupational health solutions to improve their health, ensure their safety, and increase workplace productivity of federal employees.