



### About Client

Federal Occupational Health (FOH) is a non-appropriated agency within the Program Support Center (PSC) of the U.S. Department of Health and Human Services (HHS). FOH works in partnership with federal organizations nationally and internationally to design and deliver comprehensive occupational health solutions exclusively to federal employees.

### Client Organization Supported

Federal Occupational Health (FOH) within the Program Support Center (PSC) of the U.S. Department of Health and Human Services (HHS)

### Objective

The Federal Occupational Health (FOH), Behavioral Health Services (BHS) Organizational Development and Leadership (ODL) team identified a need to improve employee engagement across its workforce based on scores reflected in the annual Federal Employee Viewpoint Survey (FEVS). To achieve this, the Program Support Center (PSC) launched its "Improve Employee Engagement Project" and contracted LinkVisum to develop and deliver a training series as part of its Workforce Engagement Program.

### LinkVisum's Solution

In partnership with PSC, LinkVisum developed and delivered an employee- and organization-centric training webinar series designed to improve workplace connections at all levels by providing support and tools to transform employees' mindset and work behaviors while embracing organizational values.

The LinkVisum team led the design, development, and facilitation of trainings and workshops on 10 topics for more than 400 staff and nearly 100 managers. The LinkVisum team also created a process for simultaneous in-person participation at PSC headquarters and virtual participation for staff in offices located across the country.

Lastly, LinkVisum managed the logistics and coordination; created and implemented an accompanying communications plan and evaluation strategy; and developed job aids, workbooks, surveys, and class exercises to address key learning objectives and meet Section 508 compliance requirements.

### Outcome

LinkVisum's work directly contributed to a marked increase in PSC's FEVS results. In comparison to 2016 results, PSC saw increases in the following categories:

- Global Satisfaction Index: +30%
- Effective Communication Index: +12%
- Employee Engagement Index: +12%
- Belief in Action Index: +21%

Participants reacted positively to the trainings and reported a positive view of PSC's investment in its employees' professional future and current leadership qualities and opportunities for improvement. Employees, specifically at the management and leadership levels, viewed the training as an opportunity to learn from each other, network, and collaborate with others across the organization.

### Additional Project Details

The training series had two focus areas: 1) employee training to provide PSC federal staff tools and training to assist in career development and advancement and 2) management training to facilitate full support of this effort and the PSC Workforce Development Initiative. The training series focused on topics such as resume writing, interview skills, and resiliency; communication and customer service skills for employees; trust and team building; managing difficult conversations and performance; and leading the workgroup for management. The delivery method provided an open forum to discuss and share ideas through exercises and facilitator-led discussions.

### About LinkVisum

LinkVisum Consulting Group is a woman-owned company that provides a full range of management consulting services to government agencies and private industry. We are an ISO 9001 certified company with an approved DCAA accounting system. Our staff possess significant skills, advanced degrees, and relevant certifications, garnering numerous exceptional ratings on Contractor Performance Assessment Reporting System (CPARS).



Designed, developed, and facilitated trainings on 10 topics for 400+ staff and nearly 100 managers



Created and implemented an accompanying communications plan and evaluation strategy



Contributed to an improvement in PSC's FEVS results

