



FEDERAL OCCUPATIONAL HEALTH

Organizational Development and Leadership Support Services

The Organizational Leadership Development (ODL) support services of Federal Occupational Health (FOH) are designed to assist federal agencies with team development, conflict resolution/mediation, leadership development, and the development of strategies for adapting to changes and challenges in the workplace. These services are tailored to meet the needs of individual work groups and are designed to lead to greater organizational effectiveness.

Customized services allow FOH to assess the climate of a particular workplace, design interventions, and respond to employee needs as they arise. Our professional consultants specialize in corporate psychology and organizational development. Consultants are skilled in team building, strategic planning, mediation, and employee and management engagement.

Services offered include:

- **Leadership Coaching and Support Services** – Develop and fine-tune leadership knowledge and skills in order to maintain high performance. We recognize that a leader’s time is valuable, so our leadership and management trainings are focused and concise.
- **Individual Coaching** – Helps employees improve performance and increase their impact within the organization.
 - Evaluates leadership abilities, strengths, and challenges
 - Applies evidence-based methods of organizational and leadership development
- **Executive Development Coaching** – Helps executives adopt habits, behaviors, and daily routines that can lead to increased success and significantly enhanced business outcomes.
- **Team and Group Coaching** – Provides managers with leadership tools and techniques to engage team members and foster teamwork.
 - Addresses intrinsic and extrinsic environmental factors
 - Develops team processes and tools that foster commitment, increase trust, and empower people
 - Facilitates more strategic decision making
- **Career Coaching and Development** – Invests in the organization’s most important resource—employees at all levels of the organization.
 - Resumé writing and interview techniques
 - Personalized career development assessments
 - One-on-one coaching

What are the benefits?

- **A customized approach** to meet the needs of your agency.
- **A national network** of experienced and certified trainers and specialists.

“We are in the midst of our work with FOH, and the support and guidance we are getting is invaluable. I look forward to continuing this process knowing that our FOH team is leading us in a positive direction!”

Senior executive officer
HHS Office on Women’s Health

Fast Facts

- Created in 1946, FOH has over 70 years of experience serving federal employees.
- FOH is a service unit within the Department of Health and Human Services.
- FOH serves more than 1.8 million federal employees both at home and abroad.

Federal Occupational Health
Organizational Development and Leadership

1-800-457-9808

FOH.hhs.gov/FOHServices/ODL



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– **Organizational Health Assessments and Evaluation**

Services – Conduct organizational and leadership assessments, including 360° and 180° assessments considering the performance indicators and overall goals and mission of the organization.

- 360° assessments by quantitative and qualitative methodologies
- Myers-Briggs (MBTI) and the Leadership Practices Inventory (LPI) assessments
- Dominance, Influence, Steadiness, Conscientiousness (DISC) personal assessment tool
- Findings are used to design innovative and effective programs, curriculum, and action plans

– **Civility, Respect, and Engagement in the Workplace (CREW) Facilitation Services**

– Trained facilitators meet regularly at your site with selected workgroups to support culture change initiatives and foster open communication.

- Voluntary meetings that allow employees to have workgroup-level conversations about civility and their work environment to foster positive experiences with each other
- Meeting facilitators encourage problem-solving efforts and conduct activities that can help improve employee relationships
- Practice new behaviors that can become the cultural norm

– **Organizational Development** – Offers customized organizational development and training services to fit each agency’s specific needs and provide services in process improvement, gap analysis, and accountability reviews.

- Organizational planning and change management
- Customer service training
- Management style feedback
- Leadership development coaching
- Team-building skills
- Communication and conflict management skills
- Effective meeting and presentation skills

– **Strategy Development and Execution** – Experienced consultants work with senior leadership to clarify organizational strategy, develop a strategic plan, and develop performance reporting metrics.

For more information, please contact FOH at 1-800-457-9808 or visit the ODL webpage at [FOH.hhs.gov/FOHServices/ODL](https://www.foh.hhs.gov/FOHServices/ODL).

