



U.S. General Services Administration  
Public Buildings Service  
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pbs academy



# Expand the mind. Grow the business.

The PBS Academy's mission is to link training and developmental activities to the Public Buildings Service business goals and our mission to provide a superior workplace to the federal worker and superior value for the American taxpayer. The PBS Academy offers our associates professional development in the following areas:

- Associate Orientation
- Professional Development
- Management Development
- Executive Leadership Development

The vision of the Academy uses a holistic approach by tying education and development opportunities to individual and organizational performance goals. It creates and supports a world-class organization of highly trained, engaged and respected associates.

## Associate Development

We have developed interactive courses designed to help associates think creatively, learn practical multi-service integration for projects and basic project management, improve customer relationship management and enhance communications skills. As part of our goal to be a world-class organization, customized training programs have been developed that are directly tied to PBS's strategic direction and mission. Some of the premier core-competency training classes include an orientation for new associates—PBS Boot Camp—and Strategic ABCs for seasoned associates.

Our Professional Development program provides a roadmap for training designed to enhance our associate's growth in a range of disciplines. Associates can choose courses offered by other government agencies or private sector continuing education courses.

## Developing Future Leaders

The most successful organizations, the highest performers in any field of human endeavor, are always those that attract the most talented people and keep them together for the long term. Talent is important and developing talent is what the Grooming and Growing Leaders and the Advanced Leadership Development programs are about.

Research has also shown that over 50 percent of the PBS senior-level leaders are eligible to retire in the next five years. To plan for this potential "leader drain," PBS specifically developed the Grooming and Growing Leaders and Advanced Leadership Development programs to provide future leaders with the tools they need.

These programs are open to all mid-level career associates through a nomination or selection process. The Advanced Leadership Development program is now open to all associates in the General Services Administration. This trend-setting 18-month training session is one of the first of its kind anywhere in the federal government.

## Associates are the Heart of PBS

Work environments are our business. People are at the heart of everything PBS does—from customers to GSA associates and their families to the public and the American taxpayers we serve. Developing human capital is a top priority for PBS. We believe that the PBS Academy offers the tools needed to train and retain the best and brightest people in the Public Buildings Service.

To learn more about GSA's PBS Academy go to our website at [www.gsa.gov](http://www.gsa.gov).