

## FACE Performance Management FAQs

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### What is FACE?

- face-to-face conversations between a supervisor and employee
- acronym for Feedback, Ask Questions, Conversation, and Explore Options
- performance management software



### How do I log into FACE?

#### *Login and Password*

- **Your FACE login is the same as your OPUS login.** Your OPUS login is the first letter of your first name, your last name and employee number (such as *jdoe123456*).
- Use your OPUS password or a password of your choosing (at least 8 characters).

#### *Access Options*

- Direct link: [www.pinellascounty.org/hr/talent-center](http://www.pinellascounty.org/hr/talent-center)
- Remote access (from home or work): Select the Talent Center link from SERVICES in the top menu bar above the Pinellas County logo on any Pinellas County web page.
- Bookmark: Select the bookmark for Talent Center in your Internet Explorer favorites.

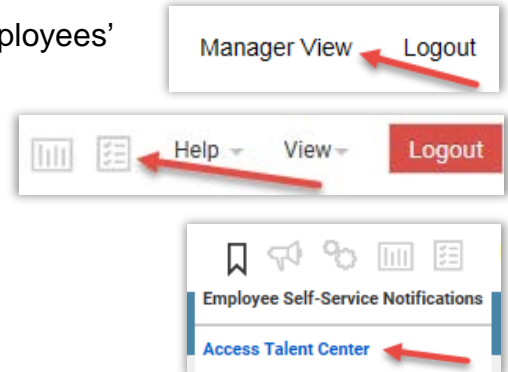
*Problems with login?* - See [Talent Center Login and Password Tips](#)

## Do supervisors need two passwords to access FACE (employee and manager)?

No. The process has been simplified. Supervisors should use their employee FACE password to log into the Talent Center. Once logged in, you may view your own review. In order to view your employees' reviews, switch to Manager View by clicking the *Manager View* tab at the top right.

## How does a supervisor switch between employee and manager views?

- When you log into the Talent Center, you will be in employee view and can see your own performance review and goals.
- To switch **from employee to manager** to see your employees' reviews, click the *Manager View* tab at the top right.
- To switch **from manager back to employee**:
  - Click the pull-down menu at the far right with mini checkmarks next to the Help menu.
  - Select *Access Talent Center*.
  - A pop-up *Warning* window appears. Select *Yes – take me to the Talent Center*.



## What if I forgot my password?

Go to the [Talent Center](#), enter your OPUS login (such as *jdoe12345*) and select *Forgot Password?*. For more information on what to do if you forgot your password or need to change it, see the [Talent Center Login and Password Tips](#).

## How can I get training on FACE?

- Go to the FACE website at [pinellascounty.org/hr/face](http://pinellascounty.org/hr/face) for resources and tools.
- Performance management classes are offered throughout the year. Visit the website at [pinellascounty.org/hr/learning](http://pinellascounty.org/hr/learning) to check the catalog or contact Learning & Development.

## What is FACE used for?

FACE is used to:

- Make note of conversations with employees about performance (“Comments” tab). Comments should be inputted on a regular basis to note an employee’s performance.
- The Goals area can be utilized as a department or division deem appropriate to note current goals and ongoing progress.
- The Performance Review function should be used on a consistent schedule as a formal “check in” to clarify and summarize performance observations.
  - It is recommended that supervisors do summary conversations at least four times a year (once each quarter: Jan. to March, April to June, July to Sept., and Oct. to Dec.) to note overall performance, goals and expectations. If the supervisor has been noting conversations throughout the period in the comments section, it will be much easier to create the summary conversation in the performance review section in FACE.

## What is the purpose of supervisor “Comments” in FACE?

A supervisor enters comments/notes in the “Comments” tab to keep track of conversations they have with an employee about performance. It is important to note that entering information in FACE is not a way to provide electronic feedback since the comments are not viewable by an employee. Nothing should be entered that has not previously been discussed. For example, “12/3/18 - Talked with Matt about how well he handled the customer who was upset over the billing error” or “12/4/18 – Talked with Sue about coming in at 8:15 which is the third late arrival this week. She had child care issues but they will be resolved by next week.”

## When are performance reviews due?

Performance review dates are set by the department. A suggested matrix is below:

Fiscal Year Quarter	Review Period	Due Date to Complete Review (Summary Conversation)
1 <sup>st</sup> quarter	October to December	January 31
2 <sup>nd</sup> quarter	January to March	April 30
3 <sup>rd</sup> quarter	April to June	July 30
4 <sup>th</sup> quarter	July to September	October 31

## How do I view a *current* performance review?

Log into the [Talent Center](#) to access FACE, scroll down to *My Reviews*, select *Active*, and select *Edit* under “Employee Review Actions” to view or enter comments.

Supervisor: It is no longer necessary to log into different FACE websites as an employee and a manager. Access your personal review as shown above. To view your employees’ reviews, switch to Manager View by clicking the *Manager View* tab at the top right.

## How do I view or print a *previous* performance review?

Log into the [Talent Center](#) to access FACE, scroll down to *My Reviews*, select *Final*, and select the blue *Download* box to view or print a review.

Supervisor: It is no longer necessary to log into different FACE websites as an employee and a manager. Access your personal review as shown above. To view your employees’ reviews, switch to Manager View by clicking the *Manager View* tab at the top right.

## Why can't I see my performance review?

- For an employee to see a review, it must be drafted by their supervisor and the view mode set by the supervisor to *Mark as in Progress*.
- For a supervisor to see their employees’ reviews, they need to select *Manager View*.
- After an employee eSigns, the review PDF may be temporarily unavailable for viewing until the supervisor eSigns it. Then it will be found under the *Final* tab (not the *Active* tab).

## How does a supervisor create a new performance review?

The process is as follows:

- Log into the [Talent Center](#) to access FACE.
- Select *Manager View* at top right.
- Click *Full View*.
- Select *My Active Employees* (under *Direct Reports*), select the employee’s name, select the *Goals & Reviews* tab, select *Assign New Review* (next to *Performance Reviews*), select a template and time period; and click *Save*.
- Enter information regarding your employee’s responsibilities, performance, goals, etc.
- Set the Action to *Mark as in Progress*. (NOTE: This is important! If this step is missed, the employee cannot see the review).
- Employee looks at the review and adds their comments.
- View the employee’s comments, talk with the employee about the review, click *Complete*, and eSign it (electronic signature).

### **How does a supervisor *edit* a performance review?**

Select the *Performance* tab, select the employee's name, locate the review under the *Goals & Reviews* tab and select *Edit*.

### **What if I need to make changes in a review?**

- An employee may add remarks in the *Employee Comments* section only.
- A supervisor can make any changes in an employee's review until it is completed.
- Once a review has been completed and eSigned, changes may no longer be made.

### **Can I enter "Comments" on my performance review?**

Yes. After your supervisor drafts your review, you may view it and enter *Employee Comments* in the box provided at the bottom of the review. Select *Save and Close* when finished.

### **Who can see my information in FACE?**

You, your supervisor, your supervisor's manager and Human Resources staff.

### **What if I am a supervisor and my employees' information is incorrect?**

If information in FACE is incorrect, such as you are missing an employee or one of your employees transferred to a new department, contact BTS at 453-HELP (4357) or email [btsoc@pinellascounty.org](mailto:btsoc@pinellascounty.org).

### **What if my information is incorrect?**

If your information in FACE is incorrect, such as your email address, employee number, or location, contact Human Resources at 464-3367 or email [humanresources@pinellascounty.org](mailto:humanresources@pinellascounty.org).

### **Are disciplinary actions listed in FACE?**

They may be. Noting disciplinary actions is permissible in FACE. Conversations about the behaviors, actions and circumstances that led to the discipline should be noted. For more information, see the [Discipline Process](#).

### **What if I disagree with my supervisor on a FACE review? Can I grieve?**

An employee who disagrees with a conversation/review in FACE may grieve up to Step 2 which is a written grievance submitted to the director asking for a written response. For more information, see the [Grievance Process](#).

### **What if my supervisor doesn't meet with me regularly?**

All Appointing Authorities have pledged their support to hold their managers and supervisors accountable for having ongoing conversations with staff about performance.

### **What if I need help?**

- For technical questions, contact Business Technology Services at [btsoc@pinellascounty.org](mailto:btsoc@pinellascounty.org) or at 453-HELP (4357).
- For employee performance questions, contact Human Resources at 464-3367 or email [humanresources@pinellascounty.org](mailto:humanresources@pinellascounty.org).