

Information Session



FACE of Performance 101 for Non-Supervisors

Today's Agenda

- Questions answered in today's session:
 - Why are we changing?
 - What is the FACE of Performance? How does it work?
 - What's my role? What's the role of my supervisor?



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Question

How many of you think that an annual evaluation encourages you to improve your work?



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Question

How many of you look forward to receiving an annual evaluation?



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Employee Focus Group

- We heard from you that you wanted:
 - Regular feedback
 - Clear communication
 - Shared goals
 - Less formality and complexity
 - Informal and ongoing conversations



We believe that ...

- Performance happens every day
- Regular conversations about performance are the standard
- Feedback is timely, simple and expected



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We succeed when ...

- **Employees** are open to receiving feedback and continuous learning
- **Supervisors** have regular performance conversations with their employees
- **Organizations** make performance management part of their day-to-day work



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FACE of Performance

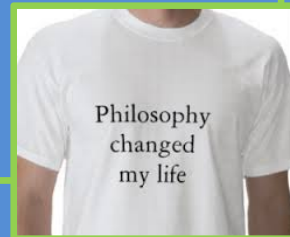
- The benefits of FACE of Performance for you :
 - Building up of trust
 - Known expectations and goals
 - Active role in the conversation
 - Better communication
 - Knowing how you make a difference
 - Increased pride



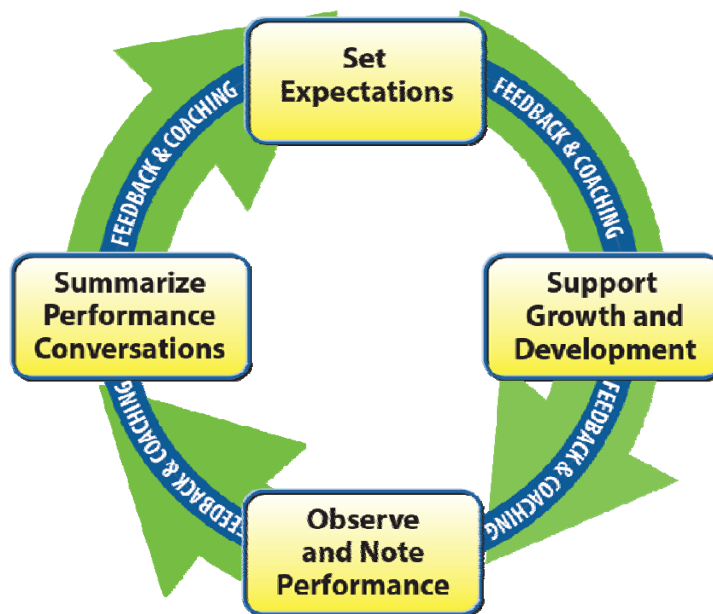
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Philosophy Statement

- Performance management is a continuous and ongoing process that:
 - Aligns goals
 - Promotes ongoing conversations
 - Increases employee and team engagement
 - Builds trust



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Feedback & Coaching

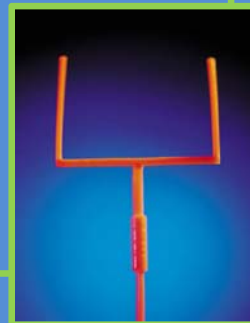
- **Supervisor:**
 - Provide regular feedback and coaching
 - Feedback is about specific behaviors, actions or situations
- **Employee:**
 - Listen to understand
 - Be open minded
 - Be receptive to feedback
 - Ask questions



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Set Expectations

- **Supervisor:**
 - Share the organization's/team's goals
 - Collaboratively develop goals
- **Employee:**
 - Understand how your work impacts the organization
 - Talk about what you need in order to do your job
 - Think about what professional goals you have



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Support Growth & Development

- **Supervisor:**

- Identify learning opportunities
- Develop a plan to meet the learning needs

- **Employee:**

- Work with your supervisor to identify learning opportunities
- Think outside the classroom



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Observe & Note Performance

- **Supervisor:**

- Observe the employee doing their job
- Take notes about your observations and conversations

- **Employee:**

- Ask for feedback
- Actively listen
- Clarify what you hear



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Summarize Performance Conversations

- **Supervisor:**
 - Summarize ongoing conversations in the FACE system, up to four times per year
- **Employee:**
 - Have a conversation with your supervisor about our summary



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Sample Guiding Statements

- Describe any significant changes in responsibility.
- General comments regarding employee's current job performance.
- Describe areas of performance needing more attention or improvement (provide specific examples).
- Describe areas of exceptional performance.

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Sample Guiding Statements

- Expectations/goals for the upcoming quarter and how they can be met.
- Describe specific activities the employee will do in the next quarter as part of his/her professional development.



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EMPLOYEE CONVERSATION TIPS



Feedback

DO

- Be approachable
- Listen to understand
- Be open minded
- Be specific; use examples

AVOID

- Acting defensive
- Not taking responsibility
- Blaming others
- Using “always” and “never”

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Ask Questions

DO

- Actively listen without interrupting
- Ask questions when things aren't clear
- Ask for specific examples
- Talk about what you need to do your job

AVOID

- Interrupting or finishing someone's sentence
- Jumping to conclusions
- Thinking about how you will respond while the other person is talking
- Making assumptions

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Conversation

DO

- Actively participate in the conversation
- Value different points of view
- Communicate in a professional manner

AVOID

- Holding things back
- Dodging uncomfortable issues
- Minimizing your contribution
- Only participating when you disagree

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Explore Options

DO

- Take the initiative and offer suggestions
- Create mutually agreed upon actions and time lines
- Be realistic
- Discuss professional development needs
- Offer solutions

AVOID

- Ignoring problems
- Being resistant to change
- Comparing yourself to other employees
- Dwelling on the past
- Being closed minded when exploring solutions

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Performance Management

Current System

- Once a Year
- Long, Complex Form
- Performance = Number



- Regular Conversations
- Coaching / Feedback
- Quarterly Summary

Looking Back One Year

Recent Past,
Present & Future

FREQUENTLY ASKED QUESTIONS



What does the FACE system look like?



- You will have a desktop icon to click on to launch FACE
- You will then sign-in to the system
- You will arrive at the home screen

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What does the FACE system look like? *Cont.*

A screenshot of the FACE system login interface. It features a light green background with a white border. At the top, the word "Login" is displayed. Below it is a white text input field. Underneath that is the label "Password" followed by another white text input field. At the bottom, there is a blue "Sign in" button and a link that says "Forgot password?" in blue text.

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How does FACE affect my pay?

- FACE will not affect your pay for the salary adjustment
 - 3% increase for all employees
 - based on final approval of the budget by the Board of County Commissioners

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How does FACE affect my pay?

- Going forward...

Merit

Rewarding stellar employees

General Increase

Based on cost of labor

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What if my supervisor is not having conversations with me?

- Leadership is committed to regular conversations
- Supervisors are aware of this expectation
- Directors / Managers will be updated on the utilization of the FACE system



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Upcoming

- Today is an introduction
- You can find more information on the FACE of Performance website:
www.pinellascounty.org/hr/face



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A few final items ...

- Questions & comments
- Evaluation of today's session
- Thanks for your participation



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