

## Agenda

- Overview of Summarize Performance Conversations
- FACE Activity and Demonstration
- FACE skills practice
- Break
- FACE technical overview of entering summary conversation notes

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## Learning Objectives

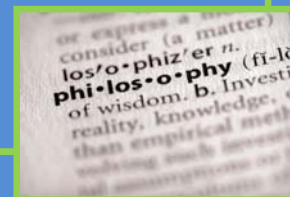
- Describe the 3 steps a supervisor needs to complete to have a summary performance conversation.
- Demonstrate the ability to have a summary conversation with your employee.
- Use the FACE technology to record the summary conversation.



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## Philosophy Statement

- Strategic performance management is a continuous, ongoing process that:
  - Aligns the employees' and supervisors' goals with those of the Appointing Authorities
  - Promotes ongoing dialogue between employees and supervisors
  - Increases employee and team engagement by creating a sense of personal ownership and accountability for success
  - Builds trust by using a system that is fair and transparent



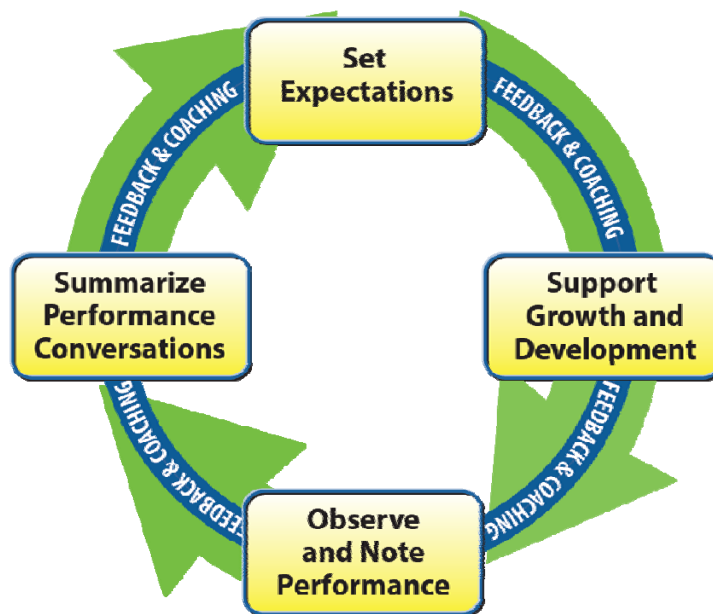
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# FACE of Performance

- The benefits of implementing the FACE of Performance include:
  - Increase in employee engagement
  - Alignment of goals towards a common purpose
  - Building up of trust



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## Provide Feedback & Coaching

- Feedback and coaching is a regular ongoing activity
- Feedback must be specific about behaviors, actions or a situation
- Recognition needs to be meaningful and specific to the person



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## Summarize Performance Conversations

- The supervisor notes their ongoing conversations in FACE
- FACE captures the supervisor's observations and the employee's goal attainment
- Once a quarter, not necessarily at the end of the quarter, the supervisor summarizes the ongoing conversations.



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## Three Steps

- The 3 steps that a supervisor completes in order to have a summary conversation are:
  - Prepare
  - Converse
  - Summarize



## Prepare

- Some the initial things you will want to do as you prepare for your summary conversation:
  - Review the comments you have recorded from your ongoing conversations
  - Take time to review the employee's work product(s)
  - Look at any emails or memos you have received regarding the employees performance

## Prepare

- Next, you will want to:
  - Organize materials into two areas: (1) what the employee is doing well (2) areas where the employee can improve
  - Review the guiding statements on your AA's template



## Prepare

- Finally, you will want to think about the person who is receiving the feedback and prepare your comments accordingly.
- Remember to ask the employee how they like to receive feedback.
- There are various styles for giving feedback.



## Converse

- Think about these things before having your conversation:
  - Pick an appropriate time and place
  - Remove distractions
  - Schedule a convenient time for the conversation
  - Review Conversation Tips from FACE

## Converse

- Some things to DO in your conversation:
  - Provide specific detailed information about the employees behavior or performance
  - Explain the impact on the team or organization
  - Acknowledge the good and address areas that need improvement
  - Clarify expectations



## Converse

- Some things to **DO** in your conversation:
  - Agree on an action plan for meeting behavioral expectations or performance goals.
  - Offer support for meeting goals and expectations.
  - Be direct and honest.



## Converse

- Some things to **AVOID** in your conversation:
  - Generalizing behavior or performance (i.e. always, never, etc.)
  - Inserting emotion into the conversation
  - Focusing too much on the past.
  - Using condescending, aggressive, or closed language.
  - Being defensive.





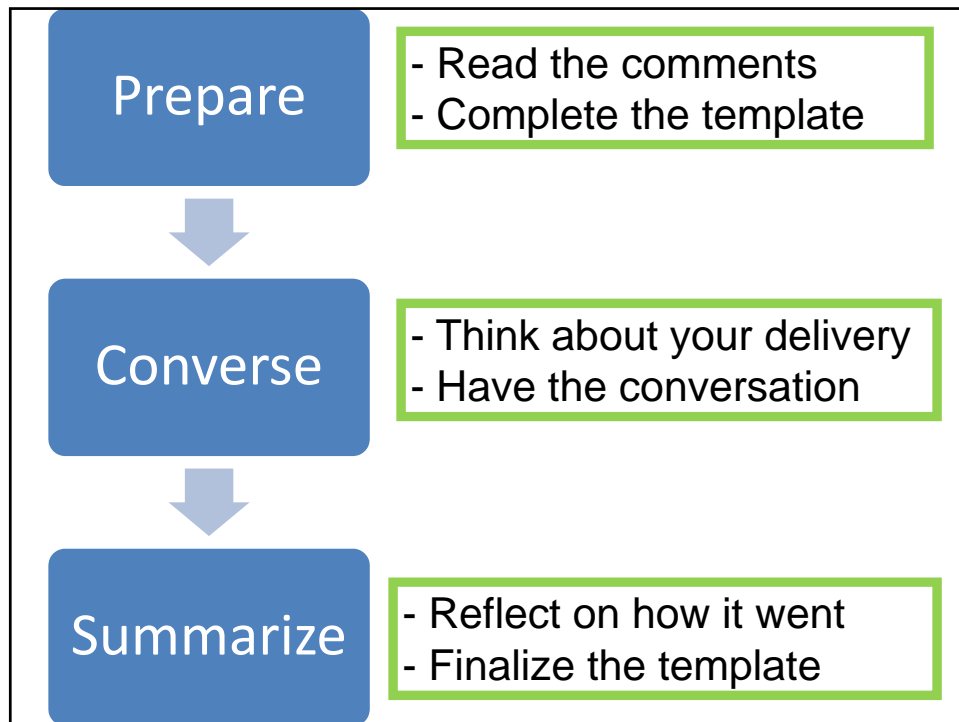
## Converse

- Some tips on handling disagreements with the summary:
  - Be open to hearing the employee's point-of-view
  - Listen
  - Ask clarifying questions
  - Be assertive, when needed



## Summarize

- After you have had the summary conversation:
  - Make any necessary edits to your remarks in the template
  - Complete your final summary conversation and share with the employee
  - Take time to think about how the conversation went and how you could improve the next time



## Resources for You

- FACE website
- Upcoming workshops to support you:
  - Set expectations
  - Support growth and development
  - Observe and note performance

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[www.pinellascounty.org/hr/FACE](http://www.pinellascounty.org/hr/FACE)



## FACE

- Last time we reviewed:
  - Log-in to FACE
  - Navigate the tabs
  - Enter comments
- Today we will review:
  - Assign a performance review
  - Make comments on a performance review

	Supervisor	Employee
1	Creates draft	
2	Sets time to have a conversation	
3	Quarterly conversation	Quarterly conversation
4	Makes any edits and makes viewable	
5		Adds comments
6	Makes any additional edits and finalizes	

