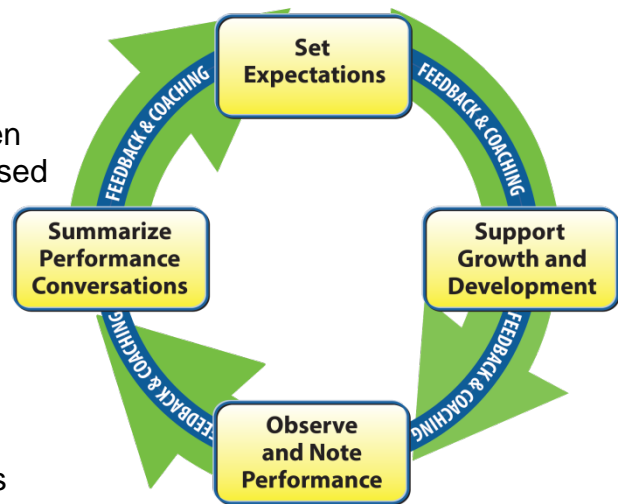




FACE of Performance: Training Courses for Employees

The FACE of Performance model is based on continuous, ongoing conversations between employees and supervisors that keep us focused on achieving our organization's goals. The model has five components:

- 1) Feedback and coaching
- 2) Set expectations
- 3) Support growth and development
- 4) Observe and note performance
- 5) Summarize performance conversations



Employees and supervisors both have a role in the conversation. To support employees in their conversations, we have compiled a list of ongoing courses that Human Resources offers that support the skills of employees as they engage in performance conversations with their supervisor.

Register for any course through [OPUS Oracle Learning Management](#) (OLM). Need help with registration? Contact Carol Strickland at (727) 464-3796 or by [email](#).

Course	FACE Model Component Supported	Description
Career Development Forum	<ul style="list-style-type: none"> Support Growth and Development 	<ul style="list-style-type: none"> Five-session series (15 hours) Meet and interact with County supervisors and a mentor. Get tips and information on how to enhance your career opportunities such as networking and taking personal responsibility for your success.
Communicate This!	<ul style="list-style-type: none"> Feedback and Coaching Set Expectations 	<ul style="list-style-type: none"> 3.5 hour course Learn the fundamentals of effective communication and how to make the most of your conversations.

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Course	FACE Model Component Supported	Description
Effective Listening	<ul style="list-style-type: none"> • Feedback and Coaching • Set Expectations 	<ul style="list-style-type: none"> • 3.5 hour course • Develop effective communication techniques through better listening. • Practice active listening techniques during the class.
Leading with Persuasion	<ul style="list-style-type: none"> • Set Expectations • Summarize Performance Conversations 	<ul style="list-style-type: none"> • 3.5 hour course • Learn how to make sure your good ideas are heard. • Practice the three essential steps for persuasion: preparation, presentation, and response.
Owning and Developing Your Career (Spring Lunch 'n' Learn)	<ul style="list-style-type: none"> • Support Growth and Development 	<ul style="list-style-type: none"> • Nine sessions offered (1 hour each) • Learn how to develop your career. • Topics include mentoring, resume writing, networking, interviewing and stretch assignments.
Power of Future Conversations	<ul style="list-style-type: none"> • Set Expectations • Support Growth and Development 	<ul style="list-style-type: none"> • 3.5 hour course • Learn how what you say can be a catalyst for change. • Practice how to consciously manage conversations.
Tips for Getting the Job You Want	<ul style="list-style-type: none"> • Support Growth and Development 	<ul style="list-style-type: none"> • 3.5 hour course • Assists employees who are looking for a job change. • Learn how to create a resume, interview well and present yourself.
What To Do When Conflict Happens	<ul style="list-style-type: none"> • Feedback and Coaching • Observe and Note Performance 	<ul style="list-style-type: none"> • 3.5 hour course • Helps employees address people problems. • Learn how to successfully navigate conflict and disagreements.