

The FACE of Performance Model

OUR PHILOSOPHY

Through strategic performance management, we create a work culture that encourages employees and teams to perform at their best as we strive to improve the quality of life for the citizens of Pinellas County. It 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



ELEMENTS OF THE MODEL

Provide Ongoing Feedback and Coaching

The supervisor provides continuous feedback, meaningful recognition and coaching throughout the year.

Set Expectations

The supervisor communicates the organization's strategy and key performance indicators to the employee. They both work collaboratively to develop individual goals that align with the organization's goals. These goals should be S.M.A.R.T. (*specific, measurable, aligned, realistic, and timebound*).

Support Growth and Development

The supervisor and employee come together to discuss learning needs based on the individual's skill gaps, career interests and the organization's business objectives.

Observe and Note Performance

Observation by the supervisor replaces hunches, biases and general feelings. Defined performance measurements, key performance indicators (KPIs) and organizational values provide a gauge for evaluating the employee's performance.

Summarize Performance Conversations

The supervisor and employee engage in regular discussions summarizing the observations of performance behaviors and goal attainment. This conversation is captured in FACE.

