

September 2014



September heralds a new approach to performance management. No longer need we focus on an annual performance evaluation where we share with an apprehensive colleague what score we will assign to the prior year's performance. No longer need we spend untold hours chronicling the prior year's performance and making it fit into a cumbersome form with a prescribed template.

The new approach focuses on employee-supervisor conversations. Supervisors and employees will engage in regular ongoing conversations about employee performance and make notes about those conversations in an interactive online system: **FACE (Feedback, Ask Questions, Conversations and Explore Options.)** Many of you are already engaged in these ongoing conversations. For those of you who are, this new approach will build on that habit and make your performance evaluations simpler and easier. For those who are not, this is an opportunity to further develop your leadership skills and benefit from more productive performance conversations with your team members and a more streamlined approach to discussing and documenting employee performance.

Pinellas County believes that:

1. Performance happens every day
2. Performance conversations are the standard
3. Feedback should be timely, simple and expected.

FACE opens the door to conversations about performance.

The need for a new and innovative way to address employee performance was employee driven and recognized by all levels of the organization. In our 2013 employee survey, more than 50% of employees thought that Pinellas County did a fair or poor job in evaluating employee performance. Additionally, in employee focus groups and listening sessions, we heard that emphasis should be placed on "regular feedback, clearly communicated expectations, and shared goals." Employees clearly communicated that they favored reducing the formality and complexity of the annual review. This new approach is supported by all the Appointing Authorities.

FACE will take effect on October 1 and the current appraisal form in use will no longer be applicable. The Human Resources Department is presently providing introductory training sessions on the new approach and on how to begin to use the online system to record performance conversations. If you have not already enrolled for one of these sessions, please [do so right away](#). There are only a few opportunities left.

Throughout the next year, there will also be several training opportunities provided for you to learn more about the FACE philosophy, approach, and online system. In the meantime, please be sure to visit our [FACE page](#) on the HR website to learn more.