



## 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

### ***We believe that:***

#### **Performance happens every day**

Our goal is to have everyone bring their “best game” to work every day. When supervisors provide real time feedback around successes and challenges, employees have the opportunity to learn and ask questions throughout the year. Finding out how you could have done something better weeks or months after the fact is de-motivating. This eliminates surprises that can come when feedback is only provided one time a year.

#### **Performance conversations are the standard**

Wouldn't it be great if supervisors and employees were comfortable discussing performance? We see a future where supervisors are able to recognize specific achievements with employees and agree on an action plan when they are not meeting expectations. Sometimes just having the conversation is all that is needed to resolve an issue.

#### **Feedback will be timely, simple and expected**

Providing meaningful recognition and feedback as immediately and specifically as possible creates a culture of continuous learning and improvement. This lets the employee and supervisor explore options for growth to ensure that they are on the right track. You don't need special words, just observation and honest feedback on work behaviors. It's simple and straightforward. It helps us recognize that what we do contributes to making Pinellas County a great place to live, work and play.

### **We succeed when:**

- **Organizations** make performance management part of their daily operations.
- **Supervisors** have performance conversations with their employees regularly.
- **Employees** are open to feedback and continuous learning.