

iGROW COACHING FORM

Full Name: Almira Abalos Patlingrao	Date: Jan 24, 2025
Employee No.: 5328	Immediate Supervisor: Georgeitte Jane Singson

Issue / Goal - What is the issue and goal of the coaching session?

Issue: On Thursday, January 23, 2025, the trainee was 57 minutes late for her scheduled training shift. When contacted via phone to inquire about her absence, she stated that the delay was due to oversleeping.

Please see the attached snip for reference below:

Employee ID	5328			
Fullname	Patlingrao, Almira Abalos			
Company	IPLOY, OPC	Location	CEB-Montage	
Department	IPLOY	Section	Veronica Shar Mandal	
Year	2025	Month	January	Day
				-All Day
DATE	TYPE	DEVICE		
2025-01-23 12:57:00	IN	0		

Goal: The goal is to coach the trainee on the importance of reliability and to reinforce that such behavior is unacceptable. Consistent attendance and reliability are essential factors in assessing their suitability and potential for success within the company, especially when you're still a trainee.



Reality / Options – Root Cause Analysis and Agent's Feedback

I was late due to oversleeping. (my alarm) I forgot to set an alarm ^{on} (for) the said time. I was busy claiming my requirements during the day that's why I slept little time and forgot to set an alarm.



Way Forward – Action Plan and Setting Proper Expectations

In order to prevent this incidence, I will make sure to set an alarm so that I won't be late on my shift. I swore that there will be no next time. This incident will serve as an example for me to not be late again.

Employee Signature: 	Date: 01/29/25
Supervisor Signature: 	Date: 1/24/25