

iGROW COACHING FORM

Full Name: Louie Anne Abuda	Date: Mar 28, 2025
Employee No.: 5525	Immediate Supervisor: Georgeitte Jane Singson

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

Issue: On Wednesday, March 26, 2025, the trainee was 3 minutes late for her scheduled training shift.

Please see the attached snip for reference below:

DATE	TYPE	DEVICE
2025-03-25 23:55:00	IN	0
2025-03-25 23:31:00	FIRST_BREAK_OUT	0
2025-03-25 23:30:00	FIRST_BREAK_IN	0
2025-03-25 23:20:00	LUNCH_OUT	0
2025-03-25 22:50:00	LUNCH_IN	0
2025-03-26 06:30:00	OUT	0
2025-03-26 06:33:00	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 traffic.

Way Forward – Action Plan and Setting Proper Expectations

Moving forward I'm going to leave in my house earlier to avoid any traffic.

Employee Signature: 	Date: March 28, 2025
Supervisor Signature: 	Date: March 28, 2025