



iGROW COACHING FORM

Full Name: Francis John Codera Caballero	Date: Mar 28, 2025
Employee No.: 5527	Immediate Supervisor: Georgeitte Jane Singson

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

Issue: On Thursday, March 27, 2025, the trainee was 52 minutes late for his scheduled training shift. He explained that he had traveled to Carcar the previous day and overslept, resulting in a delayed commute.



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

(WHAT HAPPENED WAS), I WENT TO CARCAR TO GET MY DOCUMENTS FOR MY REQUIREMENT.

Way Forward – Action Plan and Setting Proper Expectations

STARTING TODAY I WILL MAKE SURE TO BE ON TIME
& NOT TO BE LATE AGAIN.

Employee Signature: 	Date: 03-28-25
Supervisor Signature: 	Date: 3-28-25