

iGROW COACHING FORM

Full Name: Jade Fatima Talaid Encarnacion	Date: Apr 1, 2025
Employee No.: 5540	Immediate Supervisor: Georgeitte Jane Singson

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

Issue: On Monday, March 31, 2025, the trainee was 20 minutes late for his scheduled training shift.

Please find the attached supporting document:

5540	Jade Fatima Encarnacion	09538500181	9:20 PM	Fatima
------	-------------------------	-------------	---------	--------

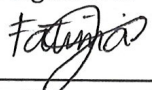

Goal: The goal is to coach the trainee on the importance of reliability and to reinforce that such behavior is unacceptable. Consistent attendance and reliability are essential factors in assessing their suitability and potential for success within the company, especially when you're still a trainee.

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

I was not expecting that I'll start right away in iPloy since it was not the day of my supposed to be first day of training. Supposedly, my first day of training during that time was last week but I was not able to show up due to an emergency. I was not expecting that I'll still be able to continue my job offer here in iPloy and I only bought supporting documents if needed and I thought it won't be accepted by the company as a valid reason. I also just arrived in cebu that time since I still came from pinamungajan and was accompanying my sick mother.

Way Forward – Action Plan and Setting Proper Expectations

I'll always strive not to be late next time. Moreover, just in case an emergency will arise again, I'll email the correct email for the company to be aware as to why I won't be able to show up. I'll also look for a room for rent that is situated here in Cebu and near or one ride one montage so I don't have to go back to Toledo.

Employee Signature: 	Date: 04/01/2025
Supervisor Signature:  GEORGETTE JANE SINGSON	Date: 4/1/25