

IGROW COACHING FORM

Full Name: Marie Yvonne Ramin Yu	Date: Apr 11, 2025
Employee No.: 5553	Immediate Supervisor: Georgette Jane Singson

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

Issue: The trainee was found sleeping during the Wednesday training shift, April 9, 2025. According to the report from the trainer, Ms. Veronica Shar Mandal, the trainee, was found asleep in the training room immediately after the lunch break ended. It was noted that she only woke up when Ms. Veronica asked, "Who's that sleeping there?" This behavior raises concerns about your attentiveness and engagement during training hours, areas that are crucial for your professional growth and adherence to the standards outlined during the New Hire Orientation, House Rules, and Code of Conduct and Decorum.

Goal: The objective is to ensure that the trainee maintains full engagement and focus during all training sessions, thereby supporting your professional development and seamless team integration. By adhering to the established expectations and actively participating in each session, she will enhance both her learning experience and your overall performance.



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

I took a nap right after I had my lunch thinking that I could use the remaining time for it. I was feeling under the weather in my previous shift as I think I was still adjusting again. However, ^{think} the main reason of my drowsiness was because I took medicines and vitamins before going here. My head was aching and my throat and nose were really bothering me. I was worried that I might get a fever, so I took 2 biogesic and stress tabs beforehand. Probably one of the symptoms is drowsiness, I get really sleepy because of it.



Way Forward – Action Plan and Setting Proper Expectations

I understand how important it is to avoid sleeping during work hours and I adhere to it moving forward. My resolution for this matter is to take vitamins, and/or go to the clinic for proper consultation ~~with~~^{with} regards to my health. ~~1~~

Employee Signature: 	Date: 04-11-2025
Supervisor Signature: 	Date: 4/11/2025