**iGROW COACHING FORM**

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|  Full Name: Charles Lois Lauron | Date: December 2, 2022 |
|  Employee No.: 1513 |  Immediate Supervisor: Leanna Belcina |

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

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| **Charles wasn’t able to present a FTW when he reported back to office. This is to remind every rep that it is their responsibility to secure a FTW upon returning back to work and for their immediate supervisor to check and make sure they have provided the necessary document/s.** |

**Reality / Options** – Root Cause Analysis and Agent’s Feedback

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| It is my first time to have a General medical examination in my whole life. I thought that all the laboratory test results to show is good as a valid document. By that experienced, I need to present a medical certificate upon returning to work again. |

**Way Forward** – Action Plan and Setting Proper Expectations

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|  I should have Medical certificate to show before coming back to work.Set proper expectations that next time the agent commits the same offense **this will be dealt accordingly.** |



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| Employee Signature:  | Date: December 2, 2022 |
| Supervisor Signature: A close-up of a logo  Description automatically generated with low confidence | Date: December 2, 2022 |