**iGROW COACHING FORM**

|  |  |
| --- | --- |
|  Full Name: Charles Calang  | Date: May 18, 2021  |
|  Employee No.: 1619 |  Immediate Supervisor: Lady Mae Lao  |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Agent wasn’t able to pass the QA score for the month of April

|  |  |
| --- | --- |
| QA GOAL  | QA SCORE |
| 80% | 77% |

 |

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

There are some process that I’m not familiar with, however through this and with the guidance of my team lead I am able to understand now.

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

|  |
| --- |
| * Should familiarize the process and learn from mistakes
* Should ask team lead first if not familiar with the error to avoid mistakes

Set proper expectations that next time that the agent commits the same offense stated above. This will be dealt accordingly.  |

|  |  |
| --- | --- |
| Employee Signature:  | Date: May 18, 2021 |
| Supervisor Signature:  | Date: May 18, 2021  |