**iGROW COACHING FORM**

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|  Full Name: Desiree Tugahon  | Date: May 18, 2021  |
|  Employee No.: 1620 |  Immediate Supervisor: Lady Mae Lao  |

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

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

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| QA GOAL  | QA SCORE |
| 80% | 74% |

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

 Some of the issues are also confusing or difficult that it was wip to wrong state.

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

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| * Be very much careful where to wip and understand the issues
* If not sure for the kickback better ask to the supervisor in order to avoid mistakes

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

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