**iGROW COACHING FORM**

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| Full Name: Karl Perfas | Date: May 18, 2021 |
| Employee No.: 1767 | 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   |  |  | | --- | --- | | QA GOAL | QA SCORE | | 80% | 76% | |

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

Lack of knowledge on manage care process.

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

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| To apply what my Team Lead teaches me on how to handle manage care insurance process.  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 |