**iGROW COACHING FORM**

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| Full Name: Rolando Delo Santos Jr. | Date: March 18, 2021 |
| Employee No.: 1844 | Immediate Supervisor: Metchie Claire Calo |

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

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| Rolando failed to reach the target for the month of February.   |  |  |  |  | | --- | --- | --- | --- | | **AGENT** | **DAILY GOAL** | **DAILY AVERAGE** | **REMARKS** | |  | | **Rolando Delo Santos Jr.** | 75 | 60 | **Failed** |  | |

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

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| I have failed to reach out constantly for additional orders to work on and I failed to review most of worked orders of mine if it goes back to kickback. |

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

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| Will be proactively reaching out for additional orders and consistently review orders that I worked if it went to kickback so I can still work on it to add up in my productivity  Set proper expectations that next time the agent commits the same offense his sanction will progress to  ENROLLMENT TO PIP. |

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| Employee Signature: | Date: March 18, 2021 |
| Supervisor Signature: Image | Date: March 18, 2021 |