**COACHING FORM**

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| **Team Member:** | **Abantao, Jonalyn** | **Manager:** | **Cango, Ann Mcsoule** |
| **LOB:** | **Mountain West** | **Date:** | **October 12, 2024** |

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| **ACTUAL PERFORMANCE** |

**NTIFY BEHAVIOR /PERFORMANCE GAP**

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| **Month and Year: AUGUST 2024**   |  |  | | --- | --- | | **Final Score** | 1.15 | | **Total Deduction/Reward** | -1.25 | | **Initial Score** | 2.40 | | **Employee ID** | 1387120 | | **Employee Name** | Abantao, Jonalyn | | **UES Actual Score** | - | | **NPS Actual Score** | - | | **Combined Quality Actual Score** | - | | **Transfer Rate Actual Score** | 2.56% | | **2in48 Actual Score** | 11.11% | | **Accept Rate Actual Score** | 100.00% | | **AIS Actual Score** | 0.00% | | **VG Submission Actual Score** | 2 | | **QOC Submission Actual Score** | 0 | | **A&G Score Actual Score** | - | | **A&G Score Points** | 0.45 | | **Release Rate Actual Score** | 62.39% | | **Late/Undertime/MIA Actual Score** | 1.27% | | **OOO Unplanned Actual Score** | 33.09% | |

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| **IDENTIFY BEHAVIOR /PERFORMANCE GAP** |

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| **IDENTIFIED BEHAVIOR/S /PERFORMANCE GAP:**  (Specific failing metric and behaviors)  Advocate was below target score for key performance metric, discussion with supervisor for possible action plans and advocate opportunities for improvement of performance scores and as well as challenges foreseen  UES Score: Failed  NPS Score: Failed  Combined Quality Score: Failed  QOC Submission: Failed  AIS Score: Failed  Release Rate: 62.39% (deduction point -0.5)  OOO Unplanned: 33.09% (deduction point -0.75) |

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| **CONDUCT COACHING CONVERSATION *(note the key points. Involve the team member)*** |

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| **Root cause:**  Knowledge  **Skills**  **Motivation**  Confidence  Others:  **Motivation Behavior:** Jonalyn's performance is primarily impacted by low attendance, failure to adhere to supervisor's instructions, and a lack of engagement in quality metrics, resulting in missed expectations across UES, NPS, and Combined Quality.  **Employee Input:**  Acknowledgment of struggles with attendance and understanding of performance metrics.  Expressed willingness to improve but noted feeling overwhelmed with current expectations.  **Manager’s Input:**  Highlighted specific failing metrics and their impact on overall performance.  Emphasized the importance of consistency in attendance and adherence to guidelines for successful performance outcomes. |
| **Action Plans / Expectations:**  Structured Training Program: Develop a training module focusing on UES and NPS expectations, quality metrics, and QOC submissions with clear guidelines.  Bi-Weekly Coaching Sessions: Schedule regular one-on-one sessions to discuss progress, challenges, and additional support needed.  Goal Setting: Set realistic, achievable goals for performance metrics, focusing on raising UES, NPS, and Combined Quality to "Passed."  Resource Access: Provide access to training materials, mentoring, and tools that support her development in the quality areas of performance. |

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Member’s Signature over Name Manager’s Signature over Name

Date: Date:

Note: *Coaching Log may also be sent to team member’s work email for acknowledgment.*