



Employee Coaching Log

Keep in mind that the coaching log should be documented only after having the discussion with the employee. Make sure to document When, What, How and Why the situation occurred.

Here's how to notate an attendance issue:

Date	Comment	Agent's response	Coached by
September 1st, 2021	John Doe arrived 50 minutes late at work today. This late-in was not announced by the agent, nor approved by the management team. I notified John of the fact that being late to work is frowned upon by our company and that making this a habit will lead to disciplinary action taken against him. Also, I added that he is required to always reach the management staff by phone and notify us of any late-ins.	He responded that he couldn't find a cab and that his phone died, hence his inability to notify management of his late arrival. He acknowledged his fault and added that he will do his best to never be late again.	Lucian Salo