

Step 1) Identify a story for agents to master.

Situation: Your direct report, Jadine, wants to know why she isn't higher in the pay range given she has been consistently rated EE at Engine Check and recently received a promotion.

Step 2) Populate Customer Profile below with pertinent information for your agents to successfully complete the story simulation

A)	
Manager's Name	(Learner should use their own)
Employee's Name	Jadine
Employed at Cruise	3 years
Role	Staff Software Engineer, Machine Learning
Level	IC6
Salary Band	Jadine is below midpoint with a compa-ratio of 0.87
Reason for Base Pay Range Placement	Jadine's newest promotion places her on a higher base pay range. There are complex job skills and greater responsibilities which Jadine needs to learn for the new role. Because Jadine is at the beginning process of learning them, base pay placement is on the lower end of the higher range.
Manager's Notes	Jadine rated Exceeds Expectations at last Engine Check. Jadine mastered all required skills and knowledge in her IC5 role. Jadine was recently promoted to the IC6 level. Jadine now needs to learn new skills and job functions for the role.
Your Goal in the Scenario	Explain factors that define placement in the base pay range. Demonstrate how promotions affect new placement on a higher base pay range (greater responsibilities for the job, increased skill sets required). Be forward thinking with strategies to help employee move through the base pay range.

Step 3) Populate Story Template below.

Populate the Story Template below with a typical agent & customer conversation for your story. Use agent soft skills and best & required practices from the call or chat opening to close. Don't worry, your agents will not have scripting anywhere in your AI Coach platform! The Story Template provides your AI Coach your story framework prior to SME Utterance Proofing.

Story Title: Compensation Conversation: Comparison of Self and Rating in Range

A) Conversation Flow Steps	B) Manager Response using Best & Required Practices	C) Common Employee Response
		Thank you for meeting with me. I would like to discuss my salary. I know I contribute a lot to this team. But I feel that my salary doesn't reflect that.
Step 1: Show empathy.	I'm really glad you came to me. I don't want you feeling like your contributions aren't recognized. They definitely are and they deserve to be.	Thank you. I appreciate hearing that. I just want my salary to reflect that, you know?

<p>Step 2: Ask questions to better understand their concern.</p> <p>Listen intently.</p>	<p>Of course. Could you tell me what it is that makes you feel that your salary doesn't reflect your contributions?</p>	<p>Sure. I have always been rated at Exceeds Expectations and just recently was promoted for the second time. That says a lot about my performance. But when I looked at where I was on the base pay range, I found that I'm somehow on the low end.</p>
<p>Step 3: Explain impact of ratings and promotions on compa-ratio.</p>	<p>I think it would be helpful to look at how ratings and promotions both have impact on where you are on the base pay range. It was actually due to your track record of outstanding performance that you were promoted. You demonstrated that you had mastered all of the skills of your previous role.</p>	<p>I work hard and I'm a quick learner. I also love my job so it makes it easier to succeed. Can I ask, where was I in my base pay range with my previous role?</p>
<p>Step 4: Correlate ratings with compa-ratio.</p>	<p>It definitely shows that you love your job! And yes, in your previous role, your compa-ratio was close to maximum in the base pay range.</p>	<p><i>That's</i> what I thought. And it's why I can't figure out why my compa-ratio is now so low. Did my promotion have anything to do with that?</p>

<p>Step 5: Explain how different levels have different base pay ranges.</p>	<p>Great question. And yes it did because with your promotion, you have now entered into a higher base pay range. Your new position will require you to work on more complex projects than you have in the past. You also are going to face many more responsibilities in overseeing how a project gets done. Right now, you are in the earlier process of developing these new skill sets. There's going to be a learning curve for some time.</p>	<p>Oh, OK. That makes more sense. So I guess my question now is, what can I do to move up in salary?</p>
<p>Step 6: Demonstrate how they can move through the base range.</p> <p>Clearly communicate with the direct report.</p>	<p>Well, just like before, your aim is to get a good grasp on your new responsibilities. As that happens, you'll be able to take on more complex projects that have even greater scope and impact. These are the factors that will once again move you through the base pay range.</p>	<p>As I said, I'm a quick learner. So I'm confident I'll see progress soon. How can I keep this momentum going and continue to develop in my new role? What are the next steps?</p>
<p>Step 7: Establish a follow-up plan.</p>	<p>I'm also confident of your continued progress, Jadine. Your work performance has been great thus far. What do you think about setting up a meeting to discuss in greater detail some strategies for success in your new role.</p>	<p>Yes, I would like that a lot. And I appreciate you explaining this to me in detail. I feel much better about my contributions being rewarded. <i>End simulation.</i></p>

Pro Tip: Ensure your Story Outline is approved by Ops, QA, and Compliance before sending to Zenarate.