

Your Story

Step 1) Identify a story for agents to master.

Question:

Your direct report Amir feels that the Cruise base pay range is not aligned to those of MAANG and wants a raise to be on par.

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

A)	
Employee's Name	Amir
Employed at Cruise	1 year
Role	Software Engineer, Managing Support
Level	I5
Reason for Base Pay Rang	When Amir came to Cruise, he had a working knowledge of the job requirements and there was room for improvement. He has since gained experience and has a much better understanding of his role. Amir now has a proven record for tracking and resolving issues in a cross-disciplinary team environment.
Manager's Notes	In the past year, Amir has gained a greater grasp on many operating systems, including Linux and POSIX. He has made a concerted effort to take ownership of multiple responsibilities required in his job. His contributions have increased, including gaining experience with robotics middleware platforms.
Goal in Scenario:	Demonstrate that Cruise's base pay range is market competitive as it includes a group of peer companies, including MAANG. Explain to employee that job descriptions and responsibilities can fluctuate among companies which can affect actual base pay. Remind employee that Engine Check is approaching.

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 to MAANG base pay ranges		
B) Conversation Flow Steps	C) Manager Response using Best & Required Practices	D) Common Employee Response
Introduction.		I wanted to talk about my compensation and see if I might be able to get a raise.
Thank them for feeling comfortable approaching you about this topic.	Yes, of course. Thanks for coming to me about this topic.	I've done some research on what other companies pay for my exact role...looking at Blind and job postings. What I am finding is the base pay ranges start out much higher than the range provided by Cruise.
Summarize their concern.	Got it. Got it. So based on this information, you feel you should receive a raise. Did I get that right?	Yes, exactly. All of my performance ratings have been Achieves Expectations and above. So that can't be the reason. It's likely Cruise just isn't staying pace with what other companies are paying for my role. If that is the case, it's really frustrating.
Show empathy and appreciation	I can definitely see why you would feel this way. As you mentioned, you have done great work at Cruise and I appreciate you. You and I both want to make sure you're being paid fairly.	Thank you. One question I have is do you know if our salaries are competitive? Does Cruise review them frequently against what other companies are offering?
Share that base pay ranges are updated annually using data from similar companies.	Yes, we do. Base pay ranges are updated annually and are based on similar companies in tech, including MAANG companies and others that we compete with for talent.	That's good to know. What happens if Cruise discovers someone is underpaid in their base salary? When are those adjustments made?

Explain that compensation changes are made during Engine Check and Mid-Year Planning cycles	<p>First, upon hire, we make sure your base pay is competitive with the market and aligned with your peers.</p> <p>Once you are hired, compensation changes are made only during the Engine Check and Mid-Year cycles.</p> <p>The People Team monitors things leading up to Engine Check like ensuring all employees are paid at least the minimum of the base pay range or additional adjustments if the market for some jobs has moved considerably.</p>	Okay, that's good to know. So if Cruise's salaries are competitive why are they below what MAANG is posting for similar roles?
Explain that 1) the job on the posting may not be the same (level, responsibilities) as their current job and 2) there are multiple parts of total compensation	There are a few reasons why this could be. One reason could be that while job titles are similar, the tasks and skills needed could be vastly different. This can impact base pay ranges. Another possibility to consider is that most job postings only list base pay. Other components such as bonus, equity, and benefits offerings are not listed. Those components make a difference in total compensation.	Hmm. That is something to look into. I'm going to keep all of this in mind now. Thank you for explaining this to me in detail.
Follow-up plan	Thank you for bringing this to my attention. We can continue this conversation anytime.	

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