

Member Success Story

CSC Uses CEB Solutions

CEB Total Rewards Leadership Council

CSC (in the United Kingdom and Ireland) was faced with the challenge of better educating its managers on critical compensation issues to support their conversations with direct reports. With the use of our manager pay communications tool, HRBPs, managers, and employees reported improved knowledge of and support for key elements of the organization's compensation strategy.



- IT Services Industry
- 7,500 Employees (United Kingdom and Ireland)
- \$16.2 Billion in Sales (2010)

“We used CEB’s manager pay communications tool to provide information to all our line managers during the annual pay review process. The module allowed us to give the right amount of information to engage our line managers in helping them communicate to their direct reports.”

Jacqui Clark
Compensation Specialist
CSC

Client Challenge

CSC Hoped to Better Educate Managers on Compensation Issues

- CSC hoped to use e-learning to develop managers' skills and comfort in conveying the links between individual performance, salary position to the external market, and annual pay decisions.
- The company was looking for a solution that would be ready for managers at least six to eight weeks before the performance review period and be available to them as the pay conversations took place.

Solution

Change Initiated Through Customized Modules

- Customized modules to enable managers to better articulate CSC's pay strategy, how pay decisions are made, and how they reach individual pay decisions in that context
- Employees were directed to our modules a few weeks before the pay review period.
- The team held a briefing call for line managers to introduce resources and encouraged leaders to send out reminders about the tool throughout the pay cycle.

Results

High Participation Rates

Over half the manager population accessed the CEB solution.

Improved Knowledge

HRBPs, managers, and employees reported improved knowledge of and support for key elements of the organization's compensation strategy.

Contact Us to Learn More

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