



TRIBOSONICS INNOVATION THROUGH INCLUSIVITY & COLLABORATION

Tribosonics are specialists in the development and deployment of sensing solutions for global industry. They develop and employ innovative ultrasonic technologies to measure and monitor a wide range of engineering applications in the fields of power generation, formula one, manufacturing, nuclear, medical, petrochemical, aerospace and civil engineering. Tribosonics currently manufacture, supply and install high-end ultrasonic measurement systems to some of the biggest engineering organisations worldwide.

As a high-tech company with a mission to scale up, Tribosonics embarked on the award-winning **STAR® Manager programme** to help drive forward a culture that enables everyone to be innovative and bring invention that can be commercialised in the marketplace.

Developing the whole team

Glenn Fletcher, CEO of Tribosonics is effusive about the importance of collaborating with customers to help reach a deep understanding of the problems and opportunities they experience in order to innovate:



"We collaborate with [our customers] in a very open manner and work with them to develop solutions and use our technology and innovation to really help them move their technology and their products forward," says Glenn.

This was the motivation that led Tribosonics to join the STAR® Manager programme. Their key goal was to develop these skills and behaviours in everyone in the business and they did this by selecting a cross-section of colleagues to become STAR® Managers who could then cascade their learning to their colleagues in every part of the business.

Flexibility for busy managers

Despite facing huge change and disruption, the cross-section of colleagues from Tribosonics started their virtual learning journey straight away without needing any downtime. This was one of the stand-out features that attracted Glenn to the programme:

When you're a very busy business with very busy people you don't want to disrupt the schedule. The programme helped us realise that you can introduce innovative training into a busy schedule and try some of those operational things in the business the very next day."



"...you can introduce innovative training into a busy schedule"



Watch Now! Click to find out why Glenn thinks STAR® Manager is...

"Pure Gold Dust!"

Becoming STAR® Managers

Each learner embarked on their own bespoke journey working through the programme in bite-sized chunks over a number of weeks. After each module, which consisted of a fully blended learning experience including expert tutor support, learners completed their own practical missions in the workplace and captured their immediate results and their learning reflections. Glenn remarked on the uniqueness of the approach:



"That's priceless. For someone to be able to look at a problem, stand back from it and have the confidence to try different operational approaches, it's brilliant, you don't find that in normal coaching programmes."

"Priceless!"

Mission Possible

The missions ensure the STAR® Manager programme is **pragmatic, transferable, agile and commercially valuable**. Glenn commented:

"The good thing about this training is it's really operationally based so you're learning about things that you could actually implement the next day. The kind of agility of the programme really matched the agility of our team - it synchronised beautifully!"



"...the agility of the programme... matched the agility of our team"

Game-Changing

Already a winner of a Learning Technologies UK Award for its robust instructional design, Glenn commented on the game-changing nature of the STAR® Manager programme:



"This has changed the way that our people look at training. On-the-job training isn't purely skills-focused, it's about development in an operational sense. You learn from doing; if you've got the confidence to do something and fail, then the next time is even better and that is pure gold dust for a management development programme."

Immediate Benefits

Here are just a few of the key outcomes reported by Tribosonics:

- The training **synchronised with the growth stage** of the business
- All learners were deeply involved in technical projects and could **implement operational learnings immediately**
- A **different way to look at ALL operational aspects** of managing, not just managing people
- The **confidence and tools** to manage incredibly complex projects
- It brilliantly blended to the **values of inclusivity and collaboration**
- It helped bring in **innovative operational skills** and innovative collaborative business
- Several **promotions and a recruitment programme** to double staff in the next 18 months
- Achieved the bronze level **STAR® Culture Award**

PRESS PLAY

"I highly recommend this programme. I guarantee that your team will come away engaged, energised and enthusiastic and will improve themselves and improve your business."

