



Z-TECH ENGAGEMENT & COLLABORATION TO DRIVE GROWTH



Z-Tech Control Systems provides specialist Electrical, Control and Instrumentation services for Water Utilities, Power, and Rail. Founded in 2000, they have enjoyed successive growth year-on-year. Their creativity and desire to fix things has provided them the opportunity to work with a large number of blue chip clients.

Z-Tech is set to grow by nurturing and developing its people and this desire to engage their people was the driver behind them having their managers partake in the award-winning **STAR® Manager programme**.

A new way to build management capability

Before embarking on the STAR® Manager programme, Z-Tech's training focus was mostly focused on gaining professional qualifications and doing regulatory training. But as their managers progressed through the company, they noticed an opportunity to develop their managers in a brand new way which would drive higher levels of engagement.

Luke Stanbridge, Commercial Director of Z-Tech was enthusiastic about how the innovative STAR® Manager programme provided managers at Z-Tech with the chance to do formal management training in a very informal way:



"This was the first time we'd been able to have a programme that fitted in with the way we actually operate, where managers are able to learn in their own time and without any major pressure."

Bite sized learning for busy managers

Unlike more traditional management training programmes, STAR® Manager uses a 100% virtual and fully blended approach and can be completed anytime and anywhere in bite sized chunks, without any downtime, making it perfect for the busy manager.

Luke explained that STAR® Manager fitted in very well with everything Z-Tech's managers were doing as far as their jobs were concerned which made this was one of the stand out features of the STAR® Manager programme:

"Our managers are all busy people so there isn't really an opportunity for them to go away and learn in a university style environment but because STAR® Manager was all in small bite size chunks they were able to mix that in with what they were doing. There was no major time commitment."



“No major time commitment

Improving Collaboration

Since doing the STAR® Manager programme, Z-Tech reports that the management team are able to collaborate more. Going through the programme together has helped them develop a mutual understanding of what's involved in adopting a STAR® Operational Coaching™ approach which has resulted in them starting to work closer with each other and with their teams. Luke explained:



"The STAR® Manager programme has really helped give our managers the fundamentals of how to engage with their teams. This really helped during Covid as well as when they were having their team meetings over Skype. Being able to engage with their teams in that format was really good."

Pausing Under Pressure

The STAR® Manager programme teaches learners how to adopt an Enquiry-Led Approach (ELA®) to leadership which can transform what happens, even in intense and pressurised operational settings. Luke explained that he has seen this in action:

"In the heat of the moment we make decisions really quickly but when our managers use STAR® to help them step-back and pause, they are able to get the most out of their colleagues. One manager said it was a light bulb moment! This was a really interesting outcome and an immediate benefit."



“A Light Bulb Moment!

Commercial Results

Throughout the programme, 20 managers at Z-Tech captured their reflections and successes as a direct consequence of their participation in the programme. They reported a 13 times ROI from just some of the captured successes. The overall return is even higher and has contributed to their amazing financial performance.



"Our profit is going to be roughly 3x what it was last year which is pretty amazing. I think this programme really helped to engage people and has definitely helped towards our financial performance this year."

Watch Now!

Click the button to watch Luke talk about how STAR® Manager has helped build engagement through a more inclusivity and collaborative leadership style...



Immediate Benefits

Here are just a few of the immediate benefits reported by Z-Tech:

- Commercial benefits in excess of **13 times ROI**
- Higher levels of **collaboration and team work**
- A better way for managers to **engage with teams** in person and online
- **Inspiration and extra motivation** during highly complex and changeable times
- Capability to learn with **no downtime**
- Contribution to **strong financial performance**
- Achieved the bronze level **STAR® Culture Award**

PRESS PLAY

"What I'd say to other managers if they're thinking of doing this programme is that it's really easy to deliver, they can fit it around their work commitments and it will give them a tool box which will help them in everyday life and work."

