

# **Training for Digital Teams working with Policy**

**Service definition document**

# 1

## Meet Lighthouse





**Lighthouse is a strategic public design practice that helps governments and complex organisations turn ambition into action.**

We bring together policy, strategy, service and product design, research and behavioural insight to tackle complex challenges and deliver outcomes that work in the real world.

We specialise in evidence led, user centred approaches that reduce risk and increase confidence in decision making.

Our teams work closely with clients to design, test and refine solutions, bridging the gap between strategy and delivery while building lasting capability along the way.



# Our mission



## Amplify diverse voices

*Understanding the needs of the people affected*

We identify and listen to the people most affected by an issue, going beyond formal consultation to understand lived experience and real world context.

This helps ensure that decisions and services are informed by how things actually work in practice, and are shaped with the people they are intended to support.



## Bring balance

*Navigating competing needs and perspectives*

We bring together a wide range of perspectives, including practitioners, decision makers, subject experts and stakeholders, to support balanced and inclusive decision making.

We recognise that complex challenges involve trade offs, competing priorities and long term considerations, and we help organisations navigate these with clarity and confidence.



## Catalyse change

*Turning insight into action*

We accelerate change through strategic, evidence based design and delivery.

By combining research, iterative testing and systems thinking, we help organisations reduce risk, validate approaches and deliver solutions that are effective, sustainable and able to adapt as contexts evolve.

# Who we've helped



# 1

## Service definition



# Training for Digital Teams working with Policy

Training for Digital Teams Working with Policy helps digital professionals build a practical understanding of public policy contexts, decision making and constraints.

The service is designed to support digital teams to work more effectively alongside policy colleagues, contributing constructively to policy development while supporting the delivery of policy intent through digital services.

Through tailored training and scenario based learning, digital practitioners gain insight into how policy is shaped, approved and adapted, and how political, legislative and organisational factors influence decisions. The

training focuses on improving collaboration in real delivery settings, helping teams anticipate constraints, communicate trade offs clearly and align digital design choices with policy objectives.

The outcome is stronger relationships between policy and digital teams, reduced friction and clearer shared understanding.

Digital teams leave better equipped to operate confidently in policy environments, design more realistic and deliverable services, and support better outcomes through closer alignment between policy intent and digital delivery.



# 2

## Features



# Features

1. Training tailored to digital roles working in policy environments
2. Overview of public policy development processes and decision making
3. Exploration of political, organisational and legislative constraints
4. Practical guidance on collaborating effectively with policy teams
5. Stakeholder engagement approaches for policy and delivery contexts
6. Scenario based exercises reflecting real policy delivery challenges
7. Optional coaching to support application within live digital projects



# 3

## Benefits



# Benefits

1. Improves collaboration between digital professionals and policymakers
2. Increases digital teams' confidence operating in policy environments
3. Reduces friction between policy and digital
4. Supports more realistic, deliverable digital service designs
5. Helps digital teams anticipate policy constraints earlier
6. Enables digital teams to contribute constructively to policy discussions
7. Reduces delivery risk through better policy awareness
8. Leaves teams better equipped to work effectively with policy



A photograph of a lecture hall with a speaker at a podium and an audience. The room is dimly lit with warm, orange-toned lights along the walls and ceiling. The audience is seen from behind, seated in rows. The speaker is standing at a podium on the right side of the stage, facing the audience. The podium has a logo and text on it. The background is a dark wall with the 'Lighthouse' logo and name prominently displayed in the center.

# Lighthouse

