

Coaching and Mentoring for Policy Teams

Service definition document

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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



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Service definition



Coaching and Mentoring for Policy Teams

Coaching and Mentoring for Policy Teams provides targeted, hands on support to help individuals and teams apply policy and design skills in their day to day work.

The service focuses on real challenges, live decisions and ways of working, supporting teams to strengthen capability while delivering against immediate priorities.

Through a combination of one to one coaching, team based sessions and mentoring, we work alongside policy professionals to apply user centred and evidence informed approaches in practice.

Support is shaped around current policy challenges, helping teams navigate organisational, political and delivery constraints, improve collaboration, and build confidence in their judgement and decision making.

The outcome is stronger, more consistent policy practice and accelerated capability building that goes beyond formal training.

Teams are better equipped to reflect, adapt and improve over time, reducing reliance on external support and embedding skills and ways of working that lead to more effective policy outcomes.



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Features



Features

1. One to one and team based coaching tailored to policy contexts
2. Support applying user centred and policy design methods in practice
3. Mentoring for senior and emerging policy leaders
4. Focus on live policy challenges and real decision making
5. Guidance on stakeholder engagement and collaboration approaches
6. Support navigating organisational, political and delivery constraints
7. Reflection sessions to embed learning and improve practice
8. Flexible engagement aligned to team needs and capacity
9. Coaching aligned to organisational goals and priorities
10. Knowledge transfer to build sustainable internal capability



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Benefits



Benefits

1. Helps policy teams apply learning directly to real work
2. Builds confidence using design and evidence informed approaches
3. Supports better decision making under real constraints
4. Improves quality and consistency of policy practice
5. Strengthens collaboration within and across policy teams
6. Accelerates capability building beyond formal training
7. Reduces reliance on external support over time
8. Supports cultural change towards reflective, adaptive working
9. Helps individuals grow into more effective policy roles
10. Improves policy outcomes through stronger everyday practice



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. The logo 'Lighthouse' is overlaid in the center of the image.

Lighthouse

