

Agile Training for Policy Teams

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



Agile Training for Policy Teams

Agile Training for Policy Teams helps policymakers build the knowledge, skills and confidence needed to work effectively in environments shaped by digital delivery, user centred design and iterative ways of working.

The training demystifies agile and design concepts, translating them into practical approaches that support better policymaking and stronger collaboration with delivery teams.

Through tailored, role appropriate modules, policymakers develop a shared language and understanding of how policies are designed, tested and delivered in practice.

The training explores how user centred and agile approaches can be applied to policy challenges, helping teams clarify assumptions, develop testable hypotheses and make more informed decisions earlier in the policy lifecycle.

By grounding learning in real scenarios and practical exercises, the training supports policymakers to engage more confidently with digital and operational colleagues, reduce risk through earlier testing, and improve the quality of policy options and recommendations.

The outcome is a more adaptive, delivery aware policy function, better equipped to apply learning independently and respond to change over time.



2

Features



Features

1. Modular training tailored to policymaker roles, experience and organisational context
2. Introduction to user centred design principles applied to policymaking
3. Exploration of digital delivery models and policy delivery realities
4. Policymaker mindset assessment to shape training focus and depth
5. Practical workshops applying UCD techniques to policy challenges
6. Scenario based exercises simulating real policy and delivery decisions
7. Techniques for hypothesis development, testing and learning
8. Guidance on collaborating effectively with digital and delivery teams
9. Optional one to one coaching to support application in practice
10. Training aligned to government standards and public sector ways working



3

Benefits



Benefits

1. Improves policymaker confidence working with digital and delivery teams
2. Strengthens collaboration between policy, digital and operational functions
3. Reduces risk through earlier testing and clearer assumptions
4. Supports more informed policy decisions grounded in delivery reality
5. Builds shared understanding of user centred approaches across teams
6. Helps policymakers apply digital and design methods appropriately
7. Encourages adaptive policymaking through test and learn practices
8. Improves quality of policy briefs, options and recommendations
9. Supports better alignment between policy intent and implementation
10. Leaves teams better equipped to apply learning independently



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 and text 'Lighthouse' are overlaid in the center of the image.

Lighthouse

