



Working with leaders to bring humanity, substance and integrity to the workplace

Real work in real time, with development built in



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I. | OUR WHY

Leadership impacts lives

How people are led shapes whether they feel they belong and are valued; whether they can speak, contribute and plan their lives without avoidable fear; and whether their confidence and potential expand or contract. Its influence does not stop at the end of the working day.

Formal leaders hold both positional authority and relational influence. Their decisions, words, silences and responses affect what other people feel able to say and do. That brings privilege, responsibility and the potential either to help people grow or to cause harm.

Leadership is also a human phenomenon. It is present wherever people need to make sense of uncertainty, coordinate effort, exercise judgement and act together. It exists across organisations, not only at the top.

Glasshouse exists because leadership impacts lives and deserves to be understood and practised with care and professional commitment.

Our purpose

To advance the understanding and practice of workplace leadership as a force for good.



2. | WHAT WE STAND FOR

We are for people who bring humanity, substance and integrity to the workplace

At Glasshouse we want leadership in the workplace to improve lives as well as organisational results.

We want leaders to create workplaces where people belong, contribute, grow and do their best work together; where leaders stay curious, act with courage, use evidence with care and accept responsibility for their influence.

Humanity keeps people and consequences in view. **Substance** brings credible evidence, relevant experience and careful thought to judgment, decision-making and activity. **Integrity** asks us to be honest about what we know, what we can offer and the impact we have on people's lives.

Leadership Manifesto

If you want to bring greater humanity, substance and integrity to the workplace, [download our manifesto](#) and let us know what you think.



3. | HOW WE WORK

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We do not ask people to put important work aside so they can develop. We use the work itself as the place in which development takes root.

Seeing the whole picture

We look at the person, the relationships, the team, the organisation and the wider setting. We help leaders identify and understand the systems they lead in and how to effect change intelligently.

Using psychology with care

Our work is informed by current evidence from psychology. We use this evidence to help people reframe through other perspectives and act more purposefully.

Turning insight into something useful

Reflection becomes a conversation, a choice, an experiment, a decision or a practical commitment. We adapt as circumstances change to create pragmatic solutions.

Working alongside people

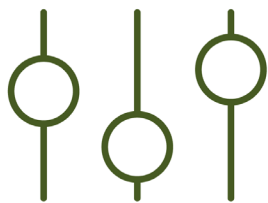
We prepare seriously, pay close attention and remain willing to say what needs to be said. We offer support and considered challenge without making ourselves the centre of the work.

What clients should experience

Thoughtful, honest and useful work. New perspectives and insight will be evident at the end of our work together and your outcomes feel more achievable.

4 | WAYS WE CAN WORK WITH YOU

When a team has real work to do



ATTUNE

A catalyst to improve team performance and cohesion.

Teams rarely become more effective by stepping away from the work to talk about teamwork in the abstract. Attune brings development into the meeting, decision or challenge already in front of them.

It is useful when a leadership, functional, project or bid team are not performing to their potential, keeps getting stuck, struggling to work as a cohesive unit or when the leader

wants to participate fully rather than run the room.

Before the session, we listen to the context and agree what the team needs to achieve. In the room, we combine facilitation, coaching, mentoring and advisory. The team works on a live strategic, operational or relational question while also noticing how it listens, disagrees, decides and follows through.

What it makes possible

- Clearer ownership, judgement and decision-making.
- More honest conversations that build connection.
- Stronger ways of working that the team can continue.
- A leader who can be fully present in the work.

Practical shape

- A one-off day or an ongoing series.
- Usually for an intact leadership team or a group that regularly works together with common goals.
- Pre-engagement conversations, design and follow-up included.
- In person in the UK and Europe, or online globally

“I appreciate that I can totally trust you to bring that mix of input, challenge and drive to support the team in getting work done. It also gives me the freedom to be fully in the work with the team.”

Managing Director, global defence organisation

When a leader needs space to think



1-2-1 COACHING & MENTORING

A catalyst to unlock leadership potential.

Leadership can be crowded and isolating. There may be no obvious place to say what is genuinely worrying, test an assumption or think aloud without having to perform with certainty.

Coaching creates protected time to work with the life and leadership you are actually living; the decision that cannot be delegated, the relationship that has become hard to navigate, the transition

that is changing how you see yourself, or the pressure that is narrowing your choices.

We create a trusting relationship in which you can be honest and offer considered challenge when something important is being avoided. Current psychology and coaching practice inform the work, but the form follows your context rather than a fixed script.

Two routes

- Our traditional product format is six 2hrs coaching sessions.
- Our Flex product is a more concentrated format of up to 30hrs over three months designed for senior leaders who are working through a challenging period. It offers flexibility in when you can use it and how you can use it to include doing real work in real time.
- Our coaching and mentoring products include chemistry sessions and relevant organisational conversations. These products can be delivered online globally and in person in the UK.

“I experienced a fundamental shift in my thinking around some of the behaviours I was exhibiting. I am now much more intentional in my response to situations.”

Female Engineering Director

When the solution is not obvious



BESPOKE CONSULTING

A catalyst to create pragmatic solutions.

The leaders' job of coordinating and motivating others to achieve shared goals is harder than ever. They face constant pressure to solve problems quickly but often the obvious no longer delivers and new thinking is required.

Our skills at sensing and understanding people and the system they work in combined with the courage to name what is not working, invite perspectives that may be difficult to hear and look for solutions beyond the traditional

boundaries makes our consultancy impactful. Our willingness to work with an organisations real-life constraints combined with evidence-based input and our lived experience means our ideas are a mix of exciting and practical.

As Glasshouse People we partner, not take over. Working with us creates thoughtful, honest and useful conversations that result in pragmatic solutions.

Recent Projects

Measuring Potential:

- Project with UK business of a global defence business.
- Worked with Occupational Psychologist to explore current evidence for measuring potential.
- Assess current state of understanding and use in the organisation.
- Engage leaders in conversations to enhance and update definitions.
- Produced practical Potential Decision and Conversation Toolkit improving quality, fairness and follow-through of judgements to optimise talent investment.

Offshore Risk Assessment

- Project with the UK operation of a global services business
- Worked with the HR Shared Services Director to complete independent 360 degree risk assessment of functional outsourcing proposal.
- Assessment of key people, process and technology risk profiles.
- Completed in 3 weeks
- Produced insights and risk mitigation options for presentation to International Management Board.

When people share a significant transition



SPECIALIST GROUP COACHING

A catalyst to strengthen belonging.

Some transitions are personal, but people should not have to make sense of them alone. Group coaching brings together people who share an experience and gives them a confidential place to talk honestly, learn from one another and build useful connections.

It can support maternity returners, people joining from the military, new starters, emerging leaders or another

clearly defined group whose experience matters to the organisation.

Participants help shape the focus. Sessions combine reflection, shared experience, practical ideas and carefully facilitated conversation. General themes can be shared with sponsors to help the organisation learn, while protecting the confidentiality that makes honest group work possible.

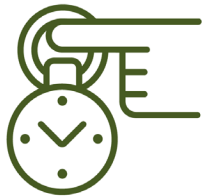
Practical shape

- Cohorts of up to 15 people.
- Six two-hour sessions, with extended opening and closing sessions.
- Participant and sponsor briefings, individual conversations and post-engagement review included.
- Online or in person; an engagement can combine formats across sessions, but a single session is not split between in-room and remote participants.

“I found the sessions extremely helpful for building a network of people going through similar experiences, sharing ideas and talking honestly about confidence, work-life balance and career progression.”

Maternity returner, defence organisation

When it is time to stop and take stock



A PROFESSIONAL PAUSE

A catalyst to Reflect | Recharge | Refocus.

When pace becomes constant, reflection is often the first thing squeezed out. People keep responding to what is urgent without enough time to notice what they have learned, what has changed or where their attention now belongs.

A Professional Pause creates a protected day in which a team or cohort can step out of constant reaction, reflect on real

experience and reconnect with other people doing demanding work.

We design the day around the people and the context. Participants are helped to notice what they may have missed, hear perspectives beyond their usual circle and decide what they want to carry forward. The day is purposeful without becoming over-engineered.

Practical shape

- A one-day, face-to-face event for up to 25 people.
- Led by two Glasshouse coaches.
- Pre-event survey and conversations, design, follow-up materials and review included.

“The most important part was having the opportunity to really reflect on what we had achieved, hear other perspectives and reset together.”

Professional Pause participant

When a board needs independent thinking



BOARD & NED WORK

A catalyst to independent thinking.

Boards make decisions that connect governance, technology, culture, people, risk and long-term value. The consequences rarely sit neatly within one professional discipline.

Steve brings more than 35 years of senior leadership experience, including work as an IT Director, Chief Technology Officer and Managing Director, alongside psychology, coaching and systems thinking.

He understands the operational realities beneath strategic decisions and the human realities that formal governance can miss.

The work may take the form of a Non-Executive Director appointment or an agreed advisory engagement. Steve tests assumptions, makes trade-offs visible and connects financial, operational, technological and human consequences. His aim is not to replace a board's judgement, but to strengthen it.

Particular areas of contribution

- Technology, cyber, data and AI risk and opportunity.
- Transformation, acquisition and integration.
- Governance, culture and boardroom dynamics.
- The connection between strategy, execution and human consequences.

“Steve brings a rare blend of clarity and humanity. He sees the system and the person simultaneously and helps you see yourself more clearly within it.”

CEO, technology services

When a group needs a serious conversation about leadership



SPEAKING & THOUGHT LEADERSHIP

A catalyst to talk honestly about leadership.

Sarah and Steve speak, write and facilitate discussion about leadership as it is lived: through decisions, relationships, power, uncertainty and the ordinary moments that shape people's experience.

The aim is not to perform certainty or offer a neat list of leadership tricks. It is to give people a useful way of seeing the work, create room for honest conversation and leave them with questions and ideas they can use.

Typical themes

- Leadership impacts lives.
- Leadership is practised, not performed.
- Curiosity before certainty.
- Sound judgement under uncertainty.
- Human potential, connection and flourishing.
- Team dynamics and development through real work.

Formats

- Talks and conference contributions.
- Panels and podcasts.
- Written pieces and thinking papers.
- Facilitated conversations built around the Leadership Manifesto.
- In-person or online sessions shaped around the audience and purpose.

5-6 | THE PEOPLE BEHIND GLASSHOUSE

Two distinct voices within one Glasshouse philosophy



Sarah Taylor

Leadership Thinking Partner,
Facilitator and Coach

Sarah helps leadership teams tackle real work while paying attention to how they listen, challenge and decide together. She coaches leaders through transitions, tricky relationships and consequential decisions, bringing curiosity, considered challenge and an ability to adapt to what is emerging.



Steve Taylor

Executive and Leadership Coach,
Thinking Partner and Adviser

Steve works with leaders, founders, investors and boards when uncertainty dominates and judgement matters. He brings more than 35 years of leadership experience, psychology, systems thinking and calm, direct challenge to help people see reality more clearly and act responsibly.



Why two perspectives matter

Sarah often notices what is happening between people. Steve often notices the assumptions, trade-offs and wider system around the issue. These are starting points, not boxes. By testing their first interpretations with one another, they notice more and reduce the risk of one explanation becoming the whole story. Some engagements are led by one of them; others benefit from both. The work comes first.

Together, they can hold the person and the system, the immediate experience and the wider context, the need to understand and the need to act.

This matters because leadership difficulties rarely sit neatly in one place. A strategic question may also be relational. A performance issue may be shaped by trust, identity, power or organisational design.

What this gives clients

- A fuller view before action is taken.
- The person and the system held in the same conversation.
- Reflection and practical decision-making kept together.
- Two interpretations tested before one becomes the answer.

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7 | EVIDENCE AND EXPERIENCE

What clients say

“Thanks as always for your guidance, patience and provocation. Your contribution is always valuable.”

Lead Partner, EY

“Sarah creates a very calm and open learning environment. I felt challenged, safe and excited about each and every session we completed.”

Director, Rail

“Steve’s ability to translate complex problems into practical insight is exceptional. Every conversation brings clarity and forward movement.”

Managing Director, SME

“A great chance to stop and realise what had been going on for me.”

Professional Pause participant

“I feel I am doing well now with all the changes from talking to this group.”

Military joiner, Specialist Group Coaching

Selected experience

Glasshouse has worked with leaders and teams in organisations including EY, Thales, Rolls Royce SMR, Transport for Greater Manchester and G4S, alongside growing businesses, public-sector organisations and individual senior leaders.

8 | PRACTICAL INFORMATION

Investment and ways of working

Work	Typical shape	Investment
Attune	Day-long event for the team including preparation and follow-up	From £2,500
1-2-1 Coaching	Six two-hour sessions plus chemistry, contracting and organisational conversations.	£5,000 per person
Flex Coaching	Three months with up to 30 hours of coaching and mentoring.	£10,000
Specialist Group Coaching	Six-session programme for a cohort of up to 15, with briefings and review.	From £6,500
A Professional Pause	One-day face-to-face event for up to 25, led by two coaches.	From £3,500
Bespoke Consultancy	Bespoke projects costed on a day rate or fixed price.	By agreement
Board & NED Work	Appointment or advisory engagement agreed around the role.	
Speaking & Thought Leadership	Talk, panel, podcast, written or facilitated contribution.	

What is included and what is additional

- All prices exclude VAT.
- Travel, accommodation, venues, psychometrics and additional materials are charged only where relevant and agreed before costs are incurred.
- Venue sourcing is available through the Glasshouse venue partner at additional cost.
- Multi-engagement and voluntary-sector discounts can be agreed.
- For ongoing Attune relationships, online touchpoints between events are included at no extra cost.
- An engagement may combine online and in-person sessions. For group work, a single session is not split between some people in the room and others joining remotely.
- The Glasshouse money-back guarantee applies when concerns are raised with us in reasonable time.



Bring us the work that matters.

You do not need to arrive with the answer or know which service you need. Tell us what is happening, what feels stuck or what needs to become possible. We can begin by making sense of it together.

Start a conversation

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