FRONTLINE NEGOTIATIONS

CENTRE OF COMPETENCE ON HUMANITARIAN NEGOTIATION

LEARNING CATALOGUE

2023 edition

Centre of Competence on
Humanitarian Negotiation

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About the Centre of Competence on Humanitarian Negotiation

The Centre of Competence on Humanitarian Negotiation (CCHN) was founded in 2016 as a joint initiative of five humanitarian agencies: the International Committee of the Red Cross, Médecins Sans Frontières Switzerland, the United Nations High Commissioner for Refugees, the United Nations World Food Programme and the Centre for Humanitarian Dialogue.

The CCHN provides humanitarian professionals with a platform to learn and exchange around the topic of frontline negotiation. It contributes to scientific research around negotiation processes, tools and strategies and promotes collaboration across the sector.

It is hosted by the International Committee of the Red Cross and based in Geneva, Switzerland.

What is humanitarian negotiation?

Humanitarian negotiation comprises all those interactions between a humanitarian organisation and any counterparts, aiming to establish and maintain the organisation's presence in a crisis situation, to ensure access to people in need, or to provide them with assistance and protection.

As part of their daily work, humanitarian practitioners need to reach agreements with local authorities, military personnel, armed groups, and other actors to get access to communities in need of protection or assistance or ensure they have safe passage.

For this to happen, humanitarian workers must build trust with counterparts who may not always be open to collaboration and who are pursuing different interests. This involves a great deal of pressure: a delayed or failed negotiation can mean more suffering or casualties for the people affected by the conflict.

Supporting humanitarian professionals at the frontlines

The Centre of Competence on Humanitarian Negotiation (CCHN) was founded in 2016 to support humanitarian professionals negotiating in the field. The CCHN provides them with a safe, informal, confidential and neutral space to share their knowledge with other humanitarian negotiators, learn from each other's experiences, and develop their negotiation skills.

The CCHN provides a wide range of learning and sharing opportunities depending on the needs of individual practitioners, senior managers, or humanitarian agencies. Most of our programmes are available online, in multiple languages, and free of charge.

A global community of humanitarian negotiators

One of the CCHN's main purposes is that of fostering the development of a global community of practice among humanitarian practitioners engaged in frontline negotiation. A community of practice is a group of individuals who share a concern or a passion for something they do, and learn how to do it better as they interact regularly.

Being part of the CCHN community allows humanitarian professionals to share experiences, develop advanced skills, and receive professional support from thousands of other practitioners around the globe who face the same challenges.

Between 2017 and 2022, more than 5,000 humanitarian professionals have participated in the CCHN's learning and sharing activities, becoming members of the community of practice.

Free negotiation resources

The CCHN produces humanitarian negotiation resources which provide professionals with guidance and support throughout their negotiation processes. These resources are freely accessible through the CCHN website; some of them are also available in print formats.

Field Manual on Humanitarian Negotiation

A comprehensive and systematic handbook providing a detailed analysis of each step in a humanitarian negotiation process.

frontline-negotiations.org/field-manual

The Negotiator's Handbook

A short, practical framework guiding you in the application of the CCHN's negotiation tools with step-by-step instructions.

frontline-negotiations.org/resources

The Facilitator's Handbook

All the references you need to facilitate a CCHN Peer Workshop and share your knowledge with other professionals.

frontline-negotiations.org/resources

Negotiation tool templates

Ready-made charts and outlines to help you plan a humanitarian negotiation.

frontline-negotiations.org/resources

Case studies

Find out how the CCHN negotiation tools have been applied to real-life situations.

frontline-negotiations.org/case-studies

Thematic guidance

The CCHN community of practice is continuously researching, collecting and publishing best practices and new humanitarian negotiation guidance on specific regional contexts or thematic areas. Contact us for more information.

info@frontline-negotiations.org

ABOUT THIS CATALOGUE

This catalogue presents the learning opportunities currently offered by the CCHN. It is divided into three parts, based on different learning needs: developing individual skills and accessing the CCHN community of practice; learning though community-driven activities and exchanges with other frontline negotiators; and building the internal capacity of humanitarian organisations.

- **PART ONE:** Individual capacity building workshops
- **PART TWO:** Peer-to-peer activities
- **PART THREE:** Capacity-building and support for humanitarian organisations

PART ONE

PART ONE: INDIVIDUAL CAPACITY-BUILDING WORKSHOPS

Sharpen your negotiation skills with experience-based workshops

The CCHN provides humanitarian workers with practical humanitarian negotiation workshops. All our workshops are based on the sharing of experiences by practitioners: participants apply negotiation tools and strategies to real-life scenarios, discussing in small groups under the guidance of our facilitators. These exchanges take place in a safe and confidential set-up.

The entry-level workshops, called Peer Workshops, are open to all professionals who have at least three years of experience working for a humanitarian organisation in the field. They may focus either on a geographical or thematic context, allowing practitioners to meet and exchange with colleagues working in the same region or facing the same challenges.

The Executive Programme follows the same experience-based approach but is designed specifically for senior humanitarian managers in decision-making roles. After completion of a Peer Workshop or of an Executive Programme, you will gain access to the CCHN community of practice – as well as to a wider range of more advanced or specialised learning and sharing opportunities (see the next section for additional information).

Discover upcoming activities allowing access into the CCHN community:

frontline-negotiations.org/events

Workshops allowing access into the CCHN community of practice:

Peer Workshops (open to any humanitarian professionals) 10

Executive Programme (open to senior managers only) 12

Advanced skills development workshops, open to members of the CCHN community:

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PART TWO

PART TWO: PEER-TO-PEER LEARNING ACTIVITIES

Exchange expertise with other frontline negotiators through community activities

Being part of the CCHN community of practice means gaining access to dedicated learning, sharing, and skills development opportunities which are driven by community members themselves, based on their practical and operational needs. These activities allow members to share expertise, learn with other practitioners facing similar challenges, and shape the development of the CCHN community of practice.

Among the community-driven activities are pressure management workshops and retreats, thematic groups, a mentoring programme, negotiation simulations, and much more.

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Peer-to-peer activities are only open to those who have completed at least a Peer Workshop or Executive Programme.

PART THREE

PART THREE: CAPACITY-BUILDING AND SUPPORT FOR HUMANITARIAN ORGANISATIONS

Build the negotiation capacity of your organisation

Responsibility for a humanitarian negotiation does not lie with a single staff member, but rather on a larger negotiation team composed of fieldworkers as well as higher-level management who determine institutional policies and objectives. Being able to successfully negotiate at the frontlines has become a critical skill for humanitarian workers in the field, their managers, and the organisational leadership.

The CCHN supports humanitarian organisations in expanding the negotiation capacity of their teams by providing learning content, training support, and specific or thematic learning programmes. Our learning materials are based on the frontline negotiation expertise and practices collected by a global community of practitioners as well as on the tools and methods developed through ongoing research and inputs from experts.

Services offered

Advisory services 42

Curriculum Development Services and Single-Agency Negotiation Workshops 44

Image right:

Participants in a Peer Workshop on humanitarian negotiation, gathered on the Île de Gorée (Senegal) in 2019, reflect on the tactical approach to a negotiation process.

Photo: CCHN

PART ONE: INDIVIDUAL CAPACITY-BUILDING WORKSHOPS

Sharpen your negotiation skills with experience-based workshops

PEER WORKSHOPS

A first step into your CCHN learning pathway and an opportunity to join a global community of humanitarian negotiators.

Peer Workshops provide you with knowledge of fundamental negotiation tools which are essential to plan, carry out and evaluate field negotiations. This knowledge will come in handy as you expand your negotiation expertise and prepare for more advanced workshops.

Completing a Peer Workshops is a pre-requisite to join the CCHN community of practice and to attend other CCHN learning activities.

This activity is for you if...

...you want to gain a fundamental understanding of negotiation tools and methods, share your negotiation experience and learn from others', connect with frontline negotiators in your region or around a specific topic, and set the foundation to attend more advanced workshops in the future.

What will you learn?

Carrying out a context analysis to understand the environment in which the negotiation takes place.

Developing a tactical plan and assembling the right negotiation team.

Critically reflecting on your role in the negotiation and how your counterpart may perceive you.

Identifying the actors that may influence your counterpart.

Understanding your counterpart's position, reasoning and values.

Defining your own position, your institutional limitations and bottom lines.

You will also discover some basic techniques to de-escalate a high-tension situation. You will then put your new learning into practice during a simulation exercise at the end of the workshop.

Who can sign up?

You should be a humanitarian professional with a minimum of three years of negotiation experience in a field context.

Peer Workshops are open to both national and international staff of humanitarian organisations.

What language will we speak?

Arabic, English, French, Spanish or Portuguese, depending on the regional focus of each workshop. Learning materials can be translated into additional languages.

What is the event format?

Peer Workshops are based on the sharing of the participants' negotiation experiences. You will be invited to (confidentially) share your own stories with the group as a basis for joint discussion and learning.

Online workshops include six sessions, each lasting two hours (10 hours in total), taking place over the course of either three or five days.

In-person workshops are held over three full days and may feature additional thematic sessions.

The CCHN will accept a maximum of 30 people for in-person workshops and a maximum of 50 people for online workshops.

Will you receive a certificate?

Yes. Those who attend the event in its entirety receive a Certificate of Completion.

How to sign up?

Visit our public events calendar to discover which of our upcoming workshops is most relevant for you, then submit your application online.

frontline-negotiations.org/events

info@frontline-negotiations.org

EXECUTIVE PROGRAMME

An interactive and confidential safe space for humanitarian decision-makers and senior management to share complex negotiation experiences and better lead negotiation teams as they navigate relationships with difficult counterparts.

Completing the Executive Programme allows access into the CCHN community of practice as well as other advanced learning opportunities.

This activity is for you if...

...you are a decision-maker within a humanitarian agency (Country Representative, Country Director, Deputy Director or equivalent level) and act as the mandator in frontline negotiation processes.

...you wish to strengthen your leadership in guiding your agency's negotiation teams.

...you wish to build advanced negotiation skills in complex environments while becoming part of a professional network of senior managers.

What will you learn?

The Executive Programme makes use of practical exercises, peer exchanges and simulations to encourage learning around the following topics:

- Designing adequate strategies for complex humanitarian negotiations.
- Sorting information and coping with disinformation in complex environments.
- Leading high-stakes negotiations while managing competing agendas.
- Managing and leveraging risks in frontline negotiations.

- Facing difficult counterparts and regaining trust.
- Constructing a positive dialogue on controversial issues.
- Developing a collaborative approach and professional culture in complex environments.

Who can sign up?

Seasoned humanitarian managers currently covering a Country Director, Deputy Director, or equivalent role.

What language will we speak?

English

What is the event format?

Executive Programme workshops are usually held in person over the course of three days. However, different formats may be available upon request.

Each event welcomes an average of 30 participants.

Will you receive a certificate?

Yes. Those who attend the event in its entirety receive a Certificate of Completion.

How to sign up?

Visit our public events calendar to discover which of our upcoming workshops is most relevant for you, then submit your application online.

frontline-negotiations.org/events

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THEMATIC SESSIONS

Take a deep dive into the specific operational challenges impacting your negotiation processes. Find practical solutions with the support of facilitators and experienced humanitarian professionals.

This activity is for you if...

...you want to take a closer look at a specific topic or challenge you face as part of your negotiation processes and receive practical guidance from other professionals.

What will you learn?

Thematic sessions are based on CCHN research and on the sharing of the participants' negotiation experiences. We select operational themes or contexts and tailor the session around them.

Some of the topics we tackled in previous thematic sessions include: negotiating humanitarian access and corridors in sensitive contexts, negotiating with the help of interpreters, managing mis- and disinformation in humanitarian contexts, negotiating with armed groups, negotiating in the context of protection or healthcare operations.

Who can sign up?

Anyone who has previously attended a CCHN Peer Workshop or Executive Programme.

What language will we speak?

Arabic, English, French, or Spanish depending on the geographical focus or topic of each session.

What is the event format?

Thematic sessions may take place either online or in person. Length varies depending on the theme discussed.

Each session has an average of 30 participants.

Will you receive a certificate?

No, you will not receive a certificate for this activity.

How to sign up?

Visit the special events calendar reserved to CCHN community members and sign up online for the next event.

community.frontline-negotiations.org/events

info@frontline-negotiations.org

NEGOTIATION SOFT SKILLS WORKSHOP

A successful negotiation does not only rely on the tools and strategies applied; it also depends on how the negotiator interacts with the counterpart.

Learn how to develop negotiation skills including communication, self-awareness, emotional intelligence, and conflict management.

This activity is for you if...

...you wish to become more aware of how your behaviour and body cues may affect the outcome of a negotiation.

...you'd like to discover additional approaches helping to build a relationship of trust with a counterpart.

What will you learn?

Each workshop is divided into four sessions, respectively focusing on:

- Self-awareness (social and emotional intelligence, micro-expression and emotional triggers, conflict handling styles).
- Leading the team into the negotiation process (decision making, delegation and empowerment, making appropriate decisions).
- Communicating and transaction (local codes, influencing, listening skills, linguistics, creating trust, intercultural communication).
- Roleplay and the behavioural aspects of a negotiation.

Who can sign up?

Anyone who has previously attended a CCHN Peer Workshop or Executive Programme.

What language will we speak?

Arabic, English, French, or Spanish depending on the geographical focus of each event.

What is the event format?

Soft skills workshops are usually delivered online over the course of two days; they include roleplay and simulations. They are often organised in connection with another in-person workshop.

Each event welcomes an average of 20 participants.

Will you receive a certificate?

Yes. Those who attend the event in its entirety receive a Certificate of Completion.

How to sign up?

Visit the special events calendar reserved to CCHN community members and sign up online for the next event.

community.frontline-negotiations.org/events

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APPLIED NEGOTIATION WORKSHOP

Applied Negotiation Workshops help humanitarian professionals develop additional skills to plan and carry out negotiations in specific contexts or around particularly challenging operational topics.

Participants are introduced to context-tailored methods, tools and case-studies based on the latest CCHN research and on humanitarian practice.

This activity is for you if...

... you're seeking to consolidate your previous learning from attending a Peer Workshop.

...you wish to acquire advanced skills and tools to plan and evaluate humanitarian negotiation and issue a mandate.

...you are a mid- or senior-level humanitarian professional carrying out regular negotiations at the frontlines.

What will you learn?

Applied Negotiation Workshops tackle different topics over three days:

- Day 1: Humanitarian negotiation as a personal endeavour and institutional process.
- Day 2: Humanitarian negotiation as a professional relationship: managing and leveraging risks.
- Day 3: Building trust and fostering legitimacy and strategic planning in complex environments.

Who can sign up?

You should have previously attended a CCHN Peer Workshop or Executive Programme. You should also have several years of experience negotiating in the field.

What language will we speak?

English, Spanish and French – with the possibility of live interpretation into other languages.

What is the event format?

In-person workshops last for three full days. They feature 16-20 participants.

Will you receive a certificate?

Yes. Those who attend the event in its entirety receive a Certificate of Completion.

How to sign up?

Visit the special events calendar reserved to CCHN community members and sign up online for the next event.

community.frontline-negotiations.org/events

info@frontline-negotiations.org

ADVANCED HUMANITARIAN NEGOTIATION WORKSHOP

Advanced Humanitarian Negotiation Workshops offer participants an opportunity to consolidate their previous learning while acquiring advanced skills and tools to plan, manage or evaluate humanitarian negotiations.

You will dive deeper into the behavioral aspects of negotiation through CCHN tools, putting them into practice in context-specific scenarios.

This activity is for you if...

...you took stock of the negotiation tools and strategies discovered during a Peer Workshop and feel the need of more solid or in-depth grounding.

...you are interested in advanced and more complex tools to plan and evaluate your negotiations and critically reflect about your current practice.

...you wish to improve your negotiations and communication skills, experimenting and learning from mistakes.

...you are a mid- or senior-level humanitarian professional carrying out regular negotiations at the frontlines.

What will you learn?

Advanced Humanitarian Negotiation Workshops tackle different topics over four days:

- Day 1: Understanding your counterpart.
- Day 2: Designing and understanding the mandate of the negotiation.
- Day 3: Building trust and crafting an argument.
- Day 4: Designing a negotiation strategy (optional).

A negotiation simulation completes the workshop on the fourth day.

The Advanced Humanitarian Negotiation Workshop is based on the sharing of the participants' negotiation experience and simulations. You will be asked to (confidentially) share your negotiation stories with the group as a basis for joint discussion and exercises.

Who can sign up?

You should have previously attended a CCHN Peer Workshop or Executive Programme.
You should also have several years of experience negotiating in the field.

What language will we speak?

English, Spanish and French – with the possibility of live interpretation into other languages.

What is the event format?

Advanced Humanitarian Negotiation Workshops may take place online or in person.

In-person workshops last for three or four full days, welcoming 16-20 participants.

Online workshops can be organised on demand.

Will you receive a certificate?

Yes. Those who attend the event in its entirety receive a Certificate of Completion.

How to sign up?

Visit the special events calendar reserved to CCHN community members and sign up online for the next event.

community.frontline-negotiations.org/events

info@frontline-negotiations.org

TRAINING OF FACILITATORS

Become a CCHN workshop facilitator and help other humanitarian professionals strengthen their negotiation skills while benefitting from their collective expertise.

Take your engagement in the CCHN community of practice to the next level and lead Peer Workshops for your team or for the wider humanitarian community, with support from the CCHN.

This activity is for you if...

...you are interested in learning facilitation techniques that are applicable across different domains.

...you would like to benefit from the expertise of frontline negotiators sharing their own experience and practice.

...you wish to share your learning on humanitarian negotiation with members of your organisation or other professionals across the sector.

...you are available to facilitate CCHN Peer Workshops both online and onsite.

What will you learn?

You will learn facilitation techniques to guide other humanitarian professionals in applying the negotiation methodology developed by the CCHN.

The topics discussed include active listening, effective communication, storytelling and delivering presentations without making use of PowerPoint.

At the end of the training, you will be able to facilitate CCHN Peer Workshops, including by using case studies and simulation exercises.

Active CCHN facilitators gain access to dedicated learning and sharing opportunities, including the Facilitators Annual Meeting.

Who can sign up?

You should have previously attended a CCHN Peer Workshop as an engaged participant. You should demonstrate a very good understanding of the CCHN negotiation tools and commitment to share your learning with other professionals.

What language will we speak?

Arabic, English, French, or Spanish.

What is the event format?

Trainings of Facilitators are available both online and in person. Online workshops include four sessions lasting two hours each and welcome a maximum of 25 participants; they focus on building facilitation skills for online events.

In-person workshops last four full days and welcome a maximum of 15 participants. They are aimed at building skills to facilitate in-person events.

Once you complete the training, you will be invited to join Peer Workshops as a facilitator.

Will you receive a certificate?

Yes. Those who attend the workshop in its entirety and consequently facilitate at least one Peer Workshop will receive a Certificate of Completion.

How to sign up?

Visit the special events calendar reserved to CCHN community members and sign up online for the next event.

community.frontline-negotiations.org/events

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Image right:

CCHN workshop facilitators are committed to supporting other humanitarian professionals as they strengthen their negotiation skills. In the picture, a group of CCHN community members after completing a Training of Facilitators in Maputo (Mozambique) in November 2022.

Photo: CCHN

PART TWO: PEER-TO-PEER LEARNING ACTIVITIES

Exchange expertise with other frontline negotiators through community activities

NEGOTIATION SIMULATIONS

Test your negotiation skills in a realistic scenario and put your knowledge of the CCHN tools into practice.

This activity is for you if...

...you would like to test your understanding of the negotiation tools and methods learned during previous workshops.

...you are looking to strengthen your problem-solving skills through roleplay and better prepare for your next negotiation.

Who can sign up?

Anyone who has previously attended a CCHN Peer Workshop or Executive Programme.

What language will we speak?

Arabic, English, French, or Spanish.

What is the event format?

Simulations can take place either in person or online, with the use of virtual interactive boards. They are usually organised as a complement to a Peer Workshop or another learning activity.

A simulation lasts between two and four hours and features a maximum of 30 participants.

Will you receive a certificate?

Yes. Those who attend the event in its entirety receive a Certificate of Completion.

How to sign up?

Visit the special events calendar reserved to CCHN community members and sign up online for the next event.

community.frontline-negotiations.org/events

info@frontline-negotiations.org

PEER CIRCLES

Informal but structured group discussions around a specific negotiation angle or context, either online or in person.

This activity is for you if...

...you're looking for an informal group exchange on a certain challenge relating to humanitarian negotiations.

...you wish to rely on the support of a global network to help you plan and carry out future humanitarian negotiations.

Who can sign up?

Anyone who has previously attended a CCHN Peer Workshop or Executive Programme.

What language will we speak?

Arabic, English, French, or Spanish depending on the geographical focus of each event.

What is the event format?

Peer circles may take place online or in connection with in-person events.

Their length varies depending on the theme; online events typically last one to two hours.

Each event has an average of 20 participants.

Will you receive a certificate?

Peer circles are informal exchanges; you will not receive a certificate for this activity.

How to sign up?

Visit the special events calendar reserved to CCHN community members and sign up online for the next event.

community.frontline-negotiations.org/events

info@frontline-negotiations.org

THEMATIC GROUPS

Join an informal, regular gathering of humanitarian professionals to discuss a specific negotiation challenge and produce practical guidance for humanitarian colleagues.

This activity is for you if...

...you're looking to receive practical guidance from other frontline negotiators on your operational challenges.

...you are committed to work with other community members towards developing concrete tools, guidelines, or frameworks that can support humanitarian practitioners.

…you wish to discuss with experts and researchers, engage yourself in operational research, create space for discussion, and think outside the box to find creative solutions to shared challenges.

...you can commit to attend periodic discussions around the group's topic.

Who can sign up?

You should have previously attended a CCHN Peer Workshop or Executive Programme. You should be committed to develop on a particular topic related to humanitarian negotiation.

What language will we speak?

English or any other language depending on the preference of the group.

What is the event format?

Thematic group meetings take place online at regular intervals (typically every 4-6 weeks).

Will you receive a certificate?

Thematic groups are informal exchanges, and you will not receive a certificate for this activity.

How to sign up?

Visit the special events calendar reserved to CCHN community members and sign up online for the next event.

community.frontline-negotiations.org/events

Email us to propose new thematic discussions

MENTORING PROGRAMME

Create a one-on-one relationship with another humanitarian professional within the CCHN community. Learn from and with a colleague who understands your negotiation context in a safe space for exchange and reflection.

This activity is for you if...

...you are currently negotiating at the frontlines of humanitarian action.

...you are looking for ways to strengthen your negotiation skills while discussing your own experience.

...you would like to connect with other professionals while stimulating reflection, critical thinking, exchange of ideas, and brainstorming.

What will you learn?

Mentors expand their negotiation expertise while developing soft skills like active listening, critical thinking, and providing feedback.

Mentees gain access to a safe, confidential space of reflection and exchange with an experienced peer negotiator.

Who can sign up?

Both mentors and mentees should have previously attended a CCHN Peer Workshop or Executive Programme.

Mentors should also have completed a Training of Facilitators.

Mentors join the programme upon invitation, depending on the skills and expertise they demonstrate. They attend a Training of Mentors programme before becoming listed in the CCHN mentors' database.

Mentees can join the programme by submitting an online application. The CCHN team provides them with guidance so they can fully take advantage of the mentoring relationship.

What language will we speak?

Training and onboarding materials are available in English, French and Spanish; however, the mentoring exchanges can take place in any language shared by the mentor and mentee. The mentors currently available in our database collectively speak more than 80 languages.

What is the event format?

Before entering a mentoring relationship, mentors attend one or two Training of Mentors workshops where they learn about mentoring practices and skills including active listening, providing feedback, and simulations.

Mentees who apply gain access to the CCHN mentoring database, where they can autonomously select and contact the mentor(s) whose profile or expertise best matches their needs. The one-on-one relationship between a mentee and a mentor takes place privately and confidentially according to the participants' preferences.

The CCHN organises "Mentoring Coffee" events twice per month. All participants are welcome to attend and discuss mentoring practices as a group.

Will you receive a certificate?

The mentors who attend a Training of Mentors event in its entirety receive a Certificate of Completion.

Mentees do not receive a certificate.

How to sign up?

Contact us if you are interested in becoming a mentee.

mentoring@frontline-negotiations.org

"PREPARE FOR PRESSURE" WORKSHOPS

Learn helpful techniques to become more resilient to pressure during high-stakes negotiations and provide similar support to the members of your team.

This activity is for you if...

...you wish to learn techniques to better prepare, manage, and cope with high-pressure negotiations.

...you feel a need to share and exchange confidentially about issues relating to mental health and self-care during negotiation processes.

...you would like to become more resilient and prevent the negative impact of pressure in the future.

...you are planning to use self-management tools to support your team members through complex negotiations.

What will you learn?

The "Prepare for pressure" programme will help you better understand your behaviour, master your emotions, and learn methods to reduce the impact of pressure during high-stakes negotiations.

Who can sign up?

You should have previously attended a CCHN Peer Workshop or Executive Programme.

What language will we speak?

The workshop is provided regularly in English, French and Spanish.

Single pressure-management sessions may be provided in English with automated translations in other languages.

What is the event format?

The workshops, facilitated by expert pressure management consultants, take place online and are based on the sharing of the participants' experiences. They include breathing and other body exercises.

The programme is composed of four modules lasting 10 hours in total. Workshops are normally organised every two months. Each event features a maximum of 25 participants.

Will you receive a certificate?

Yes. Those who attend the event in its entirety receive a Certificate of Completion.

How to sign up?

Visit the special events calendar reserved to CCHN community members and sign up online for the next event.

community.frontline-negotiations.org/events

info@frontline-negotiations.org

PRESSURE MANAGEMENT RETREATS

Join other humanitarian practitioners and mental health experts over the course of a few days and strengthen your capacity to prepare, manage and recover from high-pressure negotiations.

This activity is for you if...

...you are seeking a safe and confidential space to discuss with other humanitarian professionals about the personal challenges and dilemmas of negotiating under pressure or in high-risk contexts.

...you wish to explore the latest tools and methods to identify, manage and cope with stress in complex environments.

...(for retreats aimed at training facilitators) you are willing to facilitate similar activities in the future and to organise additional ones in your region.

What will you learn?

Retreats will provide you with a safe environment to exchange and new techniques to better prepare, manage, and recover from high-pressure situations. You will learn how to build your resilience and support colleagues facing personal, ethical, and professional dilemmas.

Among the topics tackled during retreats are the mental, emotional and physical dimensions of pressure management and self-care as well as the “before”, “during” and “after” of negotiating under pressure.

Who can sign up?

You should have previously attended a CCHN Peer Workshop or Executive Programme.

Retreats are particularly suitable for community members with a strong interest in the CCHN's mental health and pressure management activities.

Some retreats aim to train new facilitators, providing them with the tools to organise their own workshops. In this case, you should have completed a Training of Facilitators and have a strong interest in the topic of resilience in negotiation under pressure. You should have the commitment and resources to organise at least two sessions / series of sessions / a retreat in your local context within the 12 months following the training.

What language will we speak?

English, French or Spanish; additional languages may be available for self-organised workshops, depending on the context where the retreat takes place.

What is the event format?

Retreats take place in person. They typically last five days (some parallel activities may take place online for the wider community). They feature group discussions and exercises.

Retreats include a maximum of 25 participants. In-person participants should be able to cover flight expenses and visa fees.

Will you receive a certificate?

Yes. Those who attend the event in its entirety receive a Certificate of Completion.

How to sign up?

Visit the special events calendar retreats are announced on, reserved to CCHN community members and sign up online for the next event.

community.frontline-negotiations.org/events

info@frontline-negotiations.org

NEGOTIATION LABS

Discover state-of-the-art negotiation tools, apply them to your own negotiations, and critically reflect with peers while contributing to the advancement of research.

This activity is for you if...

...you would like to "deep dive" into CCHN negotiation tools learned during Peer Workshops, Advanced Humanitarian Negotiation Workshops or Thematic Sessions.

...you are testing and practicing these tools in your daily professional life and engaging in critical reflection about the tools and your practice with peers and with potential support of CCHN mentors.

...you wish to be among the first to test and validate innovative negotiation tools that have been recently developed by CCHN researchers and community members.

...you are available and committed to join at least three Negotiation Lab sessions.

What will you learn?

Negotiation Labs are critical discussions and exchanges among field practitioners around existing or pilot tools and models that have been recently elaborated by CCHN researchers or by community members in the context of Thematic Groups. Labs may be co-facilitated by CCHN mentors and other selected members of the CCHN community with extensive humanitarian experience and excellent knowledge of CCHN tools.

You will have the opportunity to test the tools, apply them in your negotiations and provide feedback for further development, while also supporting ongoing research efforts.

Who can sign up?

You should have previously attended a CCHN Peer Workshop or Executive Programme.

What language will we speak?

English, French, Spanish and Arabic.

What is the event format?

Negotiation Labs are organised in small groups, based on demand, over three to five sessions. They take place online and include three to five participants.

Will you receive a certificate?

You will not receive a certificate for this activity.

How to sign up?

Negotiation Labs are organised on demand.

info@frontline-negotiations.org

Image right:

The CCHN offers bespoke support tailored to the operational needs of each agency. Since 2022, the CCHN has been supporting the International Organization for Migration (IOM) in building the negotiation capacity of its humanitarian frontline staff working around the Ukrainian conflict.

Photo: CCHN

PART THREE: CAPACITY-BUILDING AND SUPPORT FOR HUMANITARIAN ORGANISATIONS

Build the negotiation capacity of your organisation

ADVISORY SERVICES

We support humanitarian agencies or field teams by advising them on negotiating access and protection based on our analytical tools and policy work.

This activity is for you if...

...you are looking for tailored guidance navigating a complex humanitarian scenario.

...you wish to be supported in the application of CCHN's strategic tools to your local challenges.

What will you learn?

The CCHN provides different levels of advisory support.

Level 1 – Bilateral technical support. We provide guidance to community members and partner organisations through the expertise of CCHN staff and specialised consultants.

Level 2 – Specialised research and policy response. The CCHN's Research and Development team will provide an in-depth analysis and guidance, in collaboration with the Operations team and selected members of our community of practice.

Level 3 – Direct advisory support. You will be supported by a CCHN Mobile Advisory Team comprising of our internal operational capacity as well as external resources.

Who can sign up?

Any humanitarian agency or learning institution.

What language will we speak?

English, French, Spanish or Arabic.

How to sign up?

Please contact us to obtain more information and a tailored proposal.

info@frontline-negotiations.org

CURRICULUM DEVELOPMENT SERVICES

AND

SINGLE-AGENCY NEGOTIATION WORKSHOPS

The CCHN supports humanitarian agencies in expanding their internal negotiation capacity by providing bespoke learning and development support for all staff members.

This activity is for you if...

...you are looking to strengthen staff members' negotiation skills within your organisation.

...you would like your internal negotiation training to be informed by recent research and by the practice of hundreds of humanitarian professionals working around the globe.

What will you learn?

The CCHN can support your internal Learning department in the design of a specific curriculum (either ad-hoc or permanent), based on our methodology and in line with your agency's current challenges and learning strategy.

The curriculum may take a Peer-to-Peer online/onsite format, or it may be an individual experience through e-learning materials and self-learning.

We provide the requesting agency with access to the complete CCHN learning methodology. Alternatively, we embed learning sessions based on our methodology in an existing learning program delivered by the agency.

We also support your agency in responding to specific challenges through tailored learning content with a thematic or regional focus.

Who can sign up?

Any humanitarian agency or learning institution.

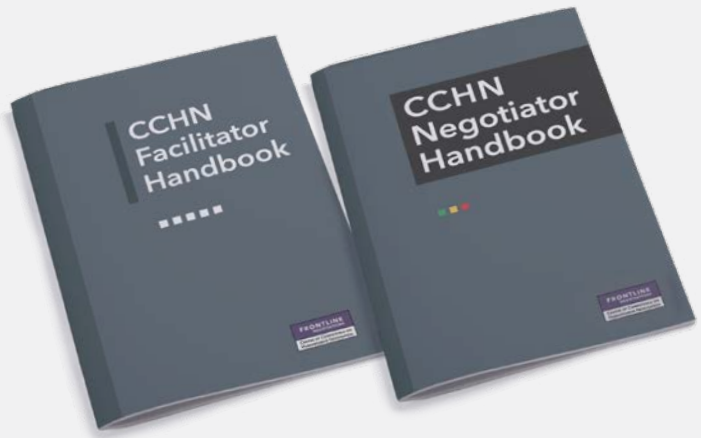
What language will we speak?

English, French, Spanish or Arabic.

How to sign up?

Please contact us to obtain more information and a tailored proposal.

info@frontline-negotiations.org



FRONTLINE
NEGOTIATIONS
CENTRE OF COMPETENCE ON
HUMANITARIAN NEGOTIATION