

# 2024

WORLD SUMMIT  
ON HUMANITARIAN NEGOTIATION

Geneva, 27-28 June 2024

CO-ORGANISED BY



REPUBLIQUE  
ET CANTON  
DE GENEVE



german  
humanitarian  
assistance  
DEUTSCHE HUMANITÄRE HILFE

# The World Summit on Humanitarian Negotiation 2024

Geneva, 27-28 June 2024



**“ To believe in the strength of dialogue, of negotiations, of communication is actually to believe in what makes it courageous to be a humanitarian worker.”**

— Pierre Krähenbühl, Director General  
of the International Committee of the Red Cross



**Credits**

Illustrations: Alessandra Zaffiro ([www.linkedin.com/in/alessandra-zaffiro/](http://www.linkedin.com/in/alessandra-zaffiro/))  
Graphic design: Debbie Weaver ([www.weavercreative.co.nz](http://www.weavercreative.co.nz))  
Photos: Marc Bader ([www.eventphotographer.ch](http://www.eventphotographer.ch))



## Executive Summary

02



## The Summit in numbers

03



## Part 1

04

The World Summit on Humanitarian Negotiation. Two days of reflecting, learning and sharing.

1. Opening ceremony
2. Thematic sessions and roundtables
3. Insights from negotiators
4. Roundtable: Frontline negotiation practices in today's most challenging crises
5. Closed high-level lunch
6. Exhibition and networking



## Part 2

14

Outcomes and next steps.

What are we learning?  
Getting ready for the future as a community of frontline negotiators



## Annex

20

The World Summit agenda



## Part 3

18

Feedback

# 2024

WORLD SUMMIT  
ON HUMANITARIAN NEGOTIATION



JOËLLE GERMANIER,  
CCHN DIRECTOR

## EXECUTIVE SUMMARY

**As the environment in which we operate shifts, some of our core values and principles are questioned and the diversity of actors continuously increases, we must acknowledge the limitations of our current approach and collectively enable the development of new ways of engaging.**

While we are struggling to navigate division and tensions, effective humanitarian negotiation becomes more critical than ever. As frontline negotiators, we must focus our attention on getting better and on what unifies us: humanity. And this is where the CCHN World Summit and its community of practice represent a unique opportunity to continue learning together to ensure assistance and protection reach those most in need.

Once again this year, the CCHN World Summit on Humanitarian Negotiation stood as the leading conference dedicated to the domain of humanitarian negotiations on a global scale. This flagship event gathered thought leaders, policymakers, government representatives, academics, and frontline humanitarian professionals from both international and non-governmental organisations to discuss the current and emerging negotiation challenges that the sector must be equipped to handle in this rapidly evolving environment.

Over two days, the World Summit featured a range of thematic panel sessions, interactive activities, storytelling sessions and networking opportunities, all providing a comprehensive platform for discussing negotiation trends, practices and dilemmas. Around 250 people attended the event in Geneva – some 150 of whom were frontline negotiators joining from the world's most critical humanitarian contexts – while close to 1,000 connections to the event online, which allowed for an enriching diversity of perspectives.

As a prelude to the Summit, the CCHN community of practice met in Geneva for their 8th annual assembly as a global network. These “Community Days” provided a unique opportunity for some 80 frontline negotiators to gather in person and reflect on the humanitarian sector's current state, envision its future, and identify necessary changes.

This year's Summit also celebrated the 10th anniversary of the CCHN methodology, called the Naivasha Grid – a milestone in the evolution of humanitarian negotiation frameworks, developed by a group of senior humanitarian professionals in Kenya in 2014. Over the past decade, the Naivasha Grid has played a pivotal role in guiding humanitarian actors through complex negotiation landscapes, fostering more effective and localised aid interventions.

Wrapping up yet another enriching event, I would like to extend my heartfelt gratitude to the Government of Germany and the State of Geneva for their involvement as co-organisers and their trusted support, which have been instrumental in the success of this Summit. I am also thankful to our strategic partners – the International Committee of the Red Cross, Médecins Sans Frontières, UNHCR and the World Food Programme – for their invaluable and ongoing contributions to the CCHN's work, helping to shape and drive forward the agenda of humanitarian negotiations.

We will treasure the precious insights gathered during the World Summit as the CCHN continues to advance the domain and support the vital work of frontline negotiators across the globe.

### **Joëlle Germanier**

Director, Centre of Competence on Humanitarian Negotiation

# THE 2024 SUMMIT IN NUMBERS

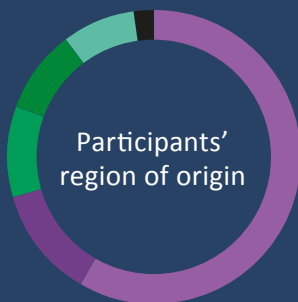
**1,750+** Applications to participate



Participants came from **50** countries, and **85+** Organisations.



Of the community members present... **57%** were national staff in their country of work.



- Europe **58%**
- Africa **12%**
- Middle East and North Africa **10%**
- Latin America and the Caribbean **9%**
- Asia and Oceania **8%**
- North America **2%**



- International organisations **53%**
- NGOs and civil society groups **27%**
- Academia, research, think tanks **9%**
- Private sector **3%**
- Donor and government agencies **2%**
- Other **6%**

## PART 1

# The World Summit on Humanitarian Negotiation. Two days of reflecting, learning and sharing.



Co-organised jointly with the Government of Germany and with the support of the State of Geneva, the 2024 World Summit on Humanitarian Negotiation once again brought together thought leaders, policymakers, government representatives, academics and humanitarian actors from international and non-governmental organisations to reflect on how humanitarian negotiations shape our response to today's most complex humanitarian crises.



THE SUMMIT'S  
TWO-DAY  
AGENDA  
FEATURED OVER  
TEN THEMATIC  
SESSIONS,  
STORYTELLING  
AND  
NETWORKING  
OPPORTUNITIES,  
AND AN  
INTERACTIVE  
GAME.

The Summit's two-day agenda featured over ten thematic sessions, storytelling and networking opportunities, and an interactive game. Participants had the opportunity to discuss the current and emerging negotiation challenges that humanitarian professionals and organisations must be equipped to handle in today's rapidly evolving environment.

## 1. Opening ceremony

The opening ceremony saw the participation of a diverse panel of speakers, bringing their expertise as agency leaders, grassroots practitioners or donor representatives in identifying some of the transformations that are to impact the current traditional humanitarian model.

Her Excellency Ambassador Deike Potzel of the German Government expressed deep gratitude and admiration for frontline humanitarian negotiators, emphasising their essential role in providing aid amidst increasing global crises and risks. The importance of humanitarian negotiations and the commitment to supporting and enhancing these efforts, particularly through organisations like CCHN, were highlighted as critical to ensuring access and safety for those in need.

Peter Maurer, former ICRC President and current President of the CCHN governing board, underscored the critical and diverse roles played by frontline negotiators and stressed the importance of building a community of practice to support humanitarian negotiators, address the challenges of political dynamics, and adapt to technological and geopolitical changes to create a safe humanitarian space.

The opening ceremony also featured the insights emerged two days before during the annual meeting of the CCHN community of practice, during which community members reflected about the future of humanitarian negotiations, explored the challenges lying ahead for the domain as well as the skills and tools frontline negotiators would need to face them.



*“Looking at the current crises around the world, it is clear that both access for humanitarian assistance as well as safety and security of humanitarian workers are increasingly and often systematically threatened. The need for and the importance of humanitarian negotiations is constantly growing. Honestly, if CCHN didn't already exist, we would have to invent it right now.”*

– H.E. Ambassador Deike Potzel, Director General for Crisis Prevention, Stabilisation, Peace Building and Humanitarian Assistance – German Federal Foreign Office



*“We have to remain adaptable as organisations, as diplomats, as frontline negotiators [...] to cope with the enormous transformation of technology and communication and how we leverage it for humanitarianism today.”*

– Peter Maurer, former ICRC president and Chair of the CCHN governing board



## 2. Thematic sessions

Collaboration across agencies, the impact of mis- and disinformation in humanitarian contexts, the intersection of negotiation and diplomacy, but also dealing with climate change, inclusivity in humanitarian negotiations, local voices and much more: Summit participants had their pick among ten thematic sessions over two days, mirroring today's most crucial challenges for frontline negotiators on the ground. Agency leaders and senior humanitarian managers were joined on stage by negotiation experts, academics and field professionals during insightful conversations that combined both high-level and grassroots perspectives.



### Humanitarian diplomacy in a changing global geopolitical landscape

Effective humanitarian diplomacy involves navigating complex, fragmented, and often digital environments. Trust-building, clear communication, and local engagement are essential. On the other hand, humanitarian action is most efficient when it can leverage diplomatic channels to ensure safe access and support for humanitarian efforts. So, how can humanitarian diplomacy and humanitarian negotiations complement each other?

This critical session explored the evolving concept of humanitarian diplomacy and highlighted the necessity of clear communication and mutual understanding between diplomats and humanitarians.

#### PANEL SPEAKERS

- **Ghada Al Sayegh**, Lebanon Missing Responsible, International Committee of the Red Cross – Lebanon
- **Anastasiya Marchuk**, Head of Programmes, Nonviolent Peaceforce – Ukraine
- **Peter Maurer**, Chair of the CCHN governing board



*“We need spaces like CCHN; we need horizontal learning.”*

– Joanna “Aśka” Warchał-Beneschi, NGO Forum Coordinator at the NGO Forum “Razem”, Poland





- **Ruvendrini Menikdiwela**, Assistant United Nations High Commissioner for Protection
- **H.E. Ms Lana Nusseibeh**, Assistant Minister of Foreign Affairs for Political Affairs, Government of the United Arab Emirates
- **H.E. Deike Potzel**, Director General for Crisis Prevention, Stabilisation, Peacebuilding and Humanitarian Assistance, Government of Germany
- **Dr. Hugo Slim**, Senior Research Fellow, Blackfriars Hall, Blackfriars Hall, University of Oxford (Key listener)



### Grassroots leadership: Local voices in crisis negotiations

Local negotiators rooted in their communities are pivotal to resolving crises, yet their contributions often go unrecognised. This important session highlighted local voices and wondered how international actors can support and amplify local experiences.

The dialogue addressed ethical considerations in negotiating access, protection, and assistance while minimising risks for national partners. A key insight from this session was the need for the humanitarian sector to adapt their negotiation approach from a traditional, centralised, short-term intervention approach to a more localised, collaborative, and long-

term strategy, integrating local expertise and addressing the unique, protracted nature of modern crises.

The panel was introduced by a video contribution by Clementine Nkweta-Salami, Resident and Humanitarian Coordinator in Sudan.

### PANEL SPEAKERS

- **Mohammad Alzayed**, Health Coordinator, Amel Association International – Lebanon
- **Sana Bousbih**, freelance Protection and Migration Specialist – France
- **Anastasiya Marchuk**, Head of Programmes, Nonviolent Peaceforce – Ukraine
- **Shumaila Murtaza**, Monitoring, Evaluation, Accountability and Learning Manager, Foundation for Rural Development – Pakistan
- **Andrii Pozniakievych**, Head of Disaster Management Department, Ukrainian Red Cross
- **Amro Tarrisi**, Head of Programme, Save the Children – Ukraine
- **Joanna “Aśka” Warchał-Beneschi**, NGO Forum Coordinator, NGO Forum “Razem”- Poland
- **Dr Michael A. Koehler**, Grand Bargain Ambassador (key listener)



*“Very rich discussion on ‘Grassroots leadership: Local voices in crisis negotiation’ at the CCHN World Summit on Humanitarian Negotiation in Geneva with humanitarians from Ukraine, Pakistan, Syria, Poland. Empowering local leadership is key to an effective humanitarian aid system! [...] I was inspired to listen to the experience of local leaders and put it in the context of Grand Bargain work to enhance the effectiveness and efficiency of the humanitarian sector.”*

– Dr Michael A. Koehler, Grand Bargain Ambassador



### Negotiating with power: Underdog strategies

Through exchanges, storytelling and an interactive game, participants explored strategies to leverage their power when facing a more powerful counterpart. Participants concluded that power could come from various sources – for instance, their institutions, their circumstances, their relationships, and their personalities.

They also observed that power stems from soft skills such as staying calm, being confident, expressing solidarity, or being empathic and listening. Overall, participants determined that understanding and leveraging these dynamics is key to successful humanitarian negotiations.



### Women at the negotiation table: Enhancing gender inclusivity in negotiations

Today, the vital role of women in diplomacy, mediation, and humanitarian negotiation is increasingly acknowledged yet underutilised. Set against the backdrop of global crises, this session explored how to integrate women's unique perspectives and strategies in these traditionally male-dominated fields.

In an interactive session, panellists identified obstacles to female participation and how to overcome them, showcasing how gender diversity can lead to more effective and enduring solutions in peace negotiations and humanitarian interventions.

### PANEL SPEAKERS

- **Anouk Heili**, Humanitarian Specialist, UN Women – Afghanistan (key listener)
- **Naw May Khin Thet**, Senior Programme Manager, International Rescue Committee – Myanmar
- **Mariama Sawadogo**, Humanitarian Consultant – Burkina Faso
- **Ina'm Shakhathreh**, Executive Assistant, Médecins Sans Frontières – Jordan
- **Yevgeniya Shtekel**, Senior Protection Manager, INTERSOS – Ukraine
- **Diana Tamayo Vélez**, Regional Officer for Protection and Accountability, World Food Programme – Colombia



### Crossroad of conscience: The delicate dance of principle and pragmatism in humanitarian negotiations

Humanitarian negotiators face moral and ethical dilemmas while trying to make the least harmful choices. This session fostered open discussions on navigating these complexities. Emphasising adherence to humanitarian principles, practitioners shared experiences on maintaining dialogue, adaptability, and innovative thinking to find practical solutions, even when other actors may not comply.



*“Women are now more prepared. [...] We are doing our work and the [CCHN] community of practice has been very helpful [...] as we have had the opportunity to reflect on our role as women in those negotiations.”*

– Diana Tamayo, Protection and Accountability to Affected Populations Officer, WFP – Latin America and the Caribbean



### PANEL SPEAKERS

- **Jordi Casafont Torra**, Head of Access, UN Office for the Coordination of Humanitarian Affairs – Ethiopia
- **Assem Elessawy**, Operations Coordinator, International Committee of the Red Cross – Switzerland
- **Caroline Gaudron**, Conflict and Humanitarianism Advisor, Médecins Sans Frontières – United Kingdom
- **Ed Schenkenberg**, Executive Director, Humanitarian Exchange and Research Centre (HERE) – Switzerland
- **Dr. Hugo Slim**, Senior Research Fellow, Blackfriars Hall, University of Oxford (Key listener)



### Navigating the digital battlefield between technology and misinformation

This panel session discussed the challenges and strategies in addressing misinformation and disinformation in the digital age and the impact that harmful information cause on negotiation processes. Panellists from the ICRC, the International Organization for Migration, the government of Luxembourg, the World Health Organization and a Polish NGO shared

their personal experiences, highlighting the importance of trust-building, partnerships, and proactive communication to prevent and manage the spread of false information.

They emphasised the need for collective action, better research, and development in technology and artificial intelligence, while also stressing the need to understand the cultural and social dynamics of affected populations to improve information dissemination and response strategies.

### PANEL SPEAKERS

- **Natalia Azhupa**, Programme Manager, Direct Relief Poland
- **Gary Karr**, Speechwriter and communication expert, International Organization for Migration
- **Max Lamesch**, Director for Humanitarian Affairs, Luxembourg Ministry of Foreign and European Affairs
- **Philippe Stoll**, Senior Techplomacy Delegate, International Committee of the Red Cross – Switzerland
- **Dr. Maria Van Kerkhove**, Acting Director of the Department of Epidemic and Pandemic Prevention and Preparedness and COVID-19 Technical Lead, World Health Organization



*“We are navigating in more and more complex contexts, so we acknowledge the need to have professional negotiators. [...] We can’t improvise. [We can use our] intuition maybe, but improvisation, not at all.”*

– Caroline Gaudron, Conflict and Humanitarian Advisor, Médecins Sans Frontières – United Kingdom



### Climate change and conflict: Negotiating for the future

This session addressed the intersection of climate change, conflict, and humanitarian needs, focusing on negotiating for long-term solutions and resilience in vulnerable regions affected by environmental degradation. The panellists stressed that humanitarianism should work for both humans and nature, highlighting climate as a conflict multiplier. They concluded that effective humanitarian negotiations require representing nature and integrating environmental considerations into humanitarian efforts.

#### PANEL SPEAKERS

- **H.E. Mr. Jamal Jama Al Musharakh**, Ambassador Extraordinary and Plenipotentiary Permanent Representative for the United Arab Emirates
- **Shumaila Murtaza**, Monitoring, Evaluation, Accountability and Learning Manager, Foundation for Rural Development – Pakistan
- **Dr. Hugo Slim**, Senior Research Fellow, Blackfriars Hall, University of Oxford – United Kingdom
- **Natasha Westheimer**, Co-Coordinator, Climate and Environment Charter Secretariat – United States
- **Xavier Castellanos Mosquera**, Under Secretary General for National Society Development and Operations Coordination, International Federation of Red Cross and Red Crescent Societies (key listener)



### Frontline dialogues: Engaging weapon bearers in civilian protection

This panel examined the current dialogue between humanitarian negotiators and armed entities, specifically to protect civilian populations. It dissected the challenges encountered in these high-stakes discussions, including sanctions, political barriers, and trust deficits that hinder successful outcomes. Through a negotiation lens, experts explored effective strategies for breaking down these barriers, establishing common ground, and advancing civilian protection agendas.

#### PANEL SPEAKERS

- **Pascal Bongard**, Co-Director, Centre of Armed Groups – Switzerland
- **Houda Chalchoul**, Senior Legal Officer, United Nations High Commissioner for Refugees – Switzerland
- **Juliet Kelechi Unubi**, Humanitarian Diplomacy Advisor, International Committee of the Red Cross – Nigeria
- **Col. (ret.) Stephen Kilpatrick**, British Armed Forces (key listener)



*“The two concepts, negotiation and diplomacy, overlap in practice. You cannot do one without the other. It’s not just about your mandate; the legal framework is not enough to open doors for us. We need to strategically engage with our interlocutors, and that requires soft skills.”*

– Juliet Kenechi Unubi, Humanitarian Diplomacy Advisor, ICRC – Nigeria



### Approaches to build the negotiation capacity of humanitarians

In the last decade, learning opportunities in the humanitarian sector have shifted towards interagency or multi-agency formats, enriching peer experiences and enhancing coordinated humanitarian efforts in the field. The CCHN has embraced this approach, fostering a community of practice with over 8,000 members. This session highlighted the benefits of multi-agency learning opportunities and explored ways to improve collaboration across different offerings in the sector.

#### PANEL SPEAKERS

- **Kristin Fabbe**, Chair in Comparative Politics and Business, Director of Executive Education, European University Institute – Italy (key listener)
- **Malak Khiami**, Chief Pharmacist and Project Coordinator, Amel Association International – Lebanon
- **Leela Koenig**, Head of the Humanitarian Negotiation Programme, Clingendael Institute
- **Alain Lempereur**, European University Institute Chair in Leadership and Negotiation, Florence School of Transnational Governance – Italy
- **Abdul Mannan**, Deputy Director, Society for Health Extension and Development (SHED) – Bangladesh
- **Panos Moutzisz**, Executive Director, Global Executive Leadership Initiative
- **Josef Reiterer**, Lead of the Capability Development, Civil-Military Coordination Service, Response Support Branch (RSB) and Coordination Division at the United Nations Office for the Coordination of Humanitarian Affairs



*“Our [learning] content and our approaches have changed in these 25 years. We didn’t have Ukraine, Gaza, and other emergencies like Sudan. And here is where we then got the negotiation piece into our curriculum. In the last 10 years, we also focused quite a lot on learning outcomes, and less on inputs.”*

– Josef Reiterer, Lead of the Capability Development, Civil-Military Coordination Service – OCHA



### 3. Insights from negotiators

Immersing oneself in personal stories, as if flipping the pages of a book: this was the purpose of the two more intimate sessions which focused entirely on the personal experiences of frontline negotiators from the CCHN community.

Attendees listened to real-life stories shared in multiple languages by field negotiators working in Afghanistan, Gaza, Haiti, Sudan, Ukraine and Venezuela. They could then ask questions and delve deeper into the everyday work of humanitarians negotiating access and protection for people in crisis.



*“We have less and less space to do humanitarian diplomacy, in particular access negotiations. (... We have the capacity, the experience, the knowledge and the determination, but our work is increasingly politicised.”*

– Denise Brown,  
UN Assistant Secretary-General, Resident and  
Humanitarian Coordinator in Ukraine

### 4. Roundtable: Frontline negotiation practices in today's most challenging crises

The roundtable discussion brought together senior humanitarian negotiators and State representatives to explore support for field colleagues engaged in daily frontline negotiations.

The Humanitarian Coordinator in Ukraine, Denise Brown, opened the conversation by sharing her critical observations around humanitarian diplomacy and negotiations and reflecting about the end of her term in Ukraine in a video recording.

The ICRC Director of Operations a.i., Pascal Hund, then framed the exchange by sharing his experience in negotiating access and civilian protection in armed conflict.

Participants then delved into negotiation cases by listening to the negotiation stories of colleagues just coming out of Gaza, Sahel, Sudan and Ukraine. The different groups highlighted the need for inclusive and diverse safe spaces for humanitarian negotiators to address future challenges and develop new negotiation strategies.

## 5. Closed reception

This closed reception co-hosted by Germany and Switzerland welcomed high-level representatives from States, leading international and local humanitarian organisations, frontline negotiators members of the CCHN Community, and academics for a private high-level conversation.

This privileged space allowed humanitarian leaders, frontline negotiators and State representatives to reflect on how diplomatic and political efforts can support frontline negotiations on the ground.

The senior leaders in attendance discussed current trends and patterns impacting frontline negotiations, explored practical ways to support skills development among humanitarian workers, and reflected on the actions needed to improve the cooperation between negotiators and diplomats. They also highlighted the importance of creating such informal spaces bridging humanitarian efforts with frontline realities and welcomed CCHN's role in facilitating such discussions at regional and field level.



AN AI SIMULATION ALLOWED PRACTITIONERS TO FULLY IMMERSE THEMSELVES INTO A REALISTIC FIELD NEGOTIATION SCENARIO, REFLECTING THE DAILY DILEMMAS FACED BY HUMANITARIAN WORKERS ON THE GROUND.

### A virtual negotiation experience at the exhibition booth

The Summit exhibition inaugurated the product of a recent collaboration between the CCHN and the ICRC Virtual Reality team, which yielded an Artificial Intelligence (AI)-based negotiation simulation. The simulation allows practitioners to fully immerse themselves into a realistic field negotiation scenario, reflecting the daily dilemmas faced by humanitarian workers on the ground.

By attempting to negotiate passage through a checkpoint with a virtual army member on a screen, booth visitors could put their skills and strategies to the test and exchange with a lifelike counterpart whose AI-based reactions have been trained through the real-world experiences of humanitarian negotiators.



## 6. Exhibition and networking

The Summit allowed participants to connect and build bridges across sectors. In particular, during a lively networking fair, the exhibition space encouraged participants to engage with a range of organisations from the private sector and academia working in the negotiation and humanitarian diplomacy domains.

An installation in the same space presented a collection of testimonials by members of the CCHN community of practice, showcasing their expertise and contributions. A table stand allowed attendees to discover the CCHN learning offer, didactic materials and brochures.

### Exhibiting organisations:

- Anthropros Deep Security – Switzerland
- Centre for Humanitarian Dialogue – Switzerland
- Clingendael Institute – The Netherlands
- Geneva Centre for Humanitarian Studies – Switzerland
- Graduate Institute of International and Development Studies – Switzerland
- Humanitarian Exchange and Research Centre (HERE) – Switzerland
- International Committee of the Red Cross / Virtual Reality Project – Switzerland
- International NGO Safety Organisation (INSO) – The Netherlands
- Moonland – Belgium

## PART 2

# Getting ready for the future as a community of frontline negotiators. Outcomes and next steps.





## Crafting the humanitarian negotiations of the future



### BROWSE THE SUMMIT INTERACTIVE CONTENT

YOU CAN FIND MOST SESSION RECORDINGS, AS WELL AS ALL PICTURES, VIDEO HIGHLIGHTS AND OTHER MEDIA CONTENT, ON THE CCHN WEBSITE.

VISIT  
[BIT.LY/  
NEGOSUMMIT  
2024](https://bit.ly/negosummit2024)

The Summit closing ceremony distilled the main learnings generated during the two-day reflections, while identifying ways forward as a community of frontline negotiators. At the very centre of the conversations, humanitarian negotiators explored paths to develop the domain of humanitarian negotiation in their respective regions.

Michael Møller, former Under-Secretary-General of the United Nations and current member of the CCHN governing board, shared his thoughts on the importance of challenging our work to generate change and challenge ourselves to seriously reflect about the future, and avoid falling back into our present issues. He emphasised the need to support forward-looking initiatives, such as the CCHN community of practice, and to build linkages with other sectors – including science, diplomacy, and advanced technologies.

The Swiss representative, Ambassador Jürg Lauber, praised the success of the Summit underscoring the importance of collaboration among professionals to address conflict situations. He highlighted Switzerland's longstanding support for the CCHN and encouraged continued efforts in fostering communities of practice for mutual learning and effective conflict resolution.

Pierre Krähenbühl, Director General of the International Committee of the Red Cross, spoke about the critical importance of humanitarian negotiations in addressing the profound human impacts of armed conflicts, underlining that dialogue is essential for conflict resolution and that humanitarian efforts must also inform political action. He commended the CCHN for its role in fostering a community dedicated to these principles and called for greater awareness and responsiveness to the evolving expectations in humanitarian work.

The Summit wrapped up by offering members of the CCHN community of practice from different world regions a space to reflect on how to best prepare for the sector's future and identifying collective actions they can take forward once they go back to their duty stations.



*“We have certain practices that can be useful for frontline negotiators, and they have certain practices that can be useful for diplomats. There is complementarity. For instance, in a conflict situation, diplomats and frontline negotiators move in the same theater of conflict, but we talk to different people. We all together need to talk to every party involved, every group involved in a conflict, and exchange about our messages.”*

– Ambassador Jürg Lauber, Permanent Representative of Switzerland to the United Nations and other Organizations in Geneva

**Paving the way for the future**

The 79 frontline negotiators who attended the annual gathering of the CCHN community of practice brought forth a collective voice from the field, important insights, and their vision for the future.

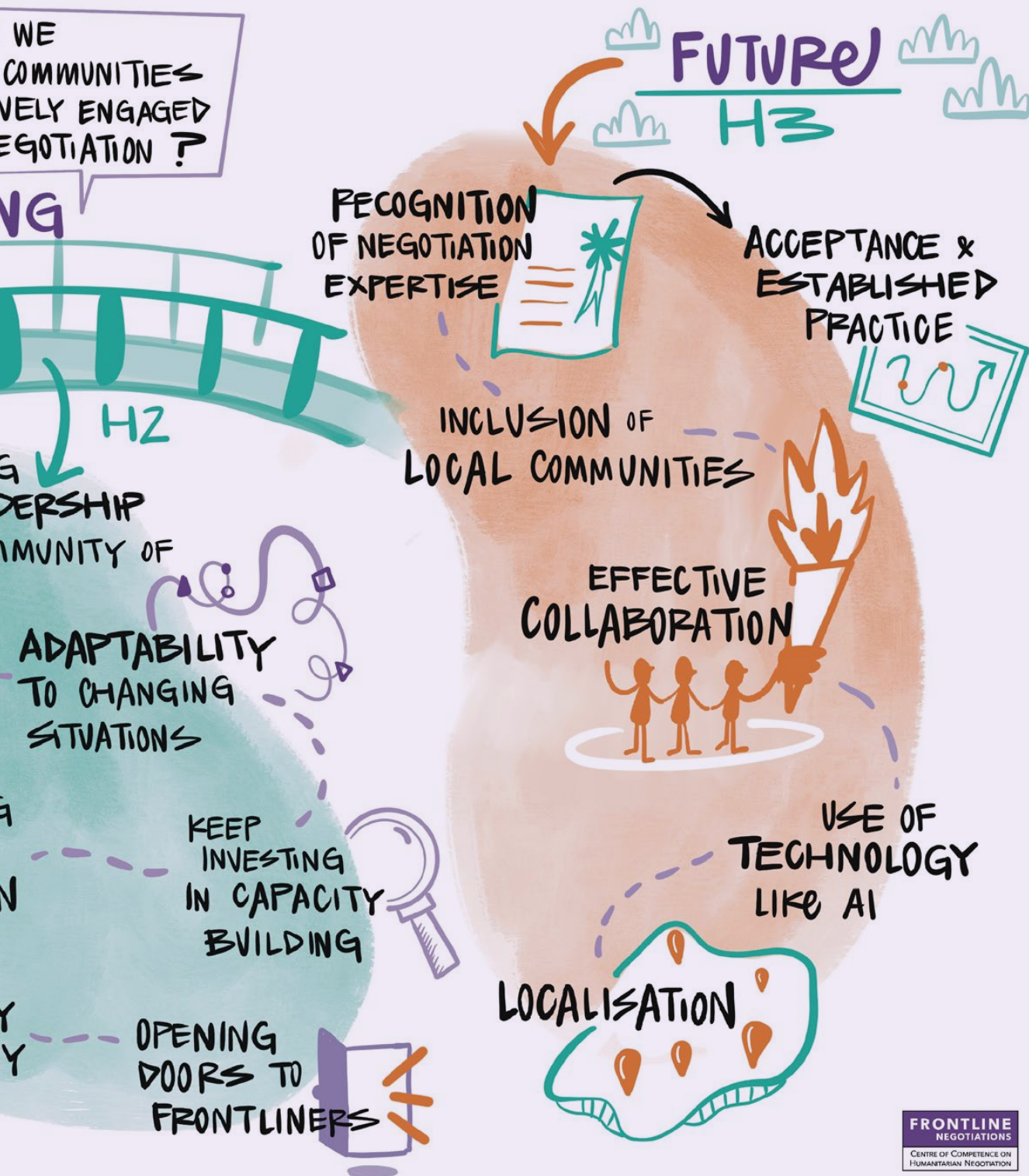
During the “Community Days” which took place just a couple of days earlier, they participated in an exercise called the “Three Horizons” where they evaluated the state of the humanitarian sector, what they would like to see in the future, and how to make that a reality.



During the Summit’s closing ceremony, they expressed hope for a sector where negotiation expertise is widely recognised, local communities are integral to negotiation processes, collaboration among humanitarian actors is effective, technology like artificial intelligence is embraced, and aid is more localised.

To bridge these gaps, they suggested engaging communities in humanitarian response planning, involving senior leaders in negotiations, and enhancing negotiation skills across all levels of humanitarian staff.

A more detailed summary of the reflections which took place during the Community Days is available in a separate report.



### PART 3

# Feedback

*“Inspiring two days at the World Summit on Humanitarian Negotiation! I had the pleasure and privilege of attending enlightening panel discussions covering various aspects of humanitarian negotiation (...). I am proud to be a community member of the CCHN and to have participated in such a high-level summit.”*

– Zeineb Graja, Protection of Family Links Adviser to Digitalisation – ICRC



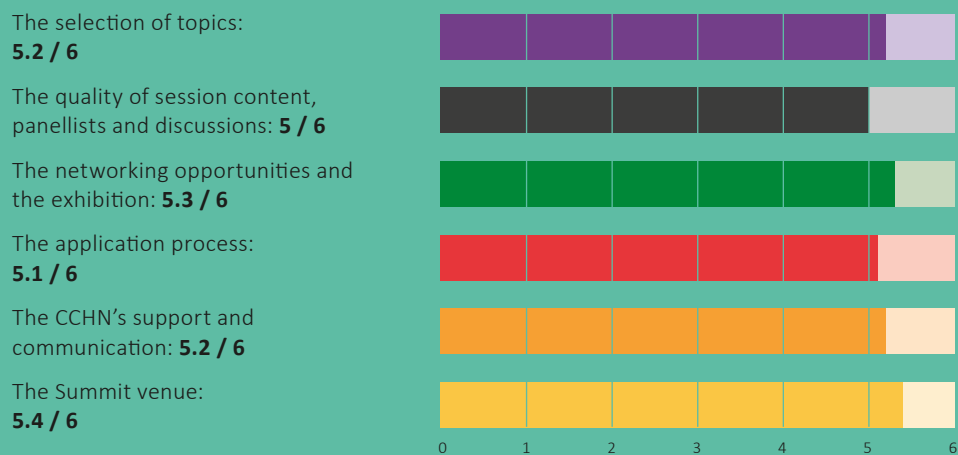
The feedback provided by Summit attendees – both online and in-person – was overwhelmingly positive. According to an anonymous survey conducted among some 160 participants, 80% of respondents found the Summit had met or exceeded their expectations. Most aspects of the event design totalled an average rating of 5 out of 6 or higher, including the venue, discussion quality, and session facilitation.

## Participants' feedback on the Summit

**Average rating based on the responses of 160 Summit participants**  
(both online and in person)



**Overall, how satisfied were you with the following aspects of the Summit:**



*“This summit was a remarkable gathering of practitioners dedicated to improving the effectiveness of humanitarian negotiations in conflict zones and crises around the world. As a young professional who started my learning journey in humanitarian diplomacy just a few months ago, meeting and discussing with frontline negotiators from Gaza, Sudan, Afghanistan, Ukraine, and many other places was an immense opportunity. Participants shared invaluable insights on how to better negotiate for humanitarian access and ensure the protection of civilians.”*

– Julien Mangold, Humanitarian Desk Officer for South Sudan – ECHO

# Summit agenda

# 2024

WORLD SUMMIT  
ON HUMANITARIAN NEGOTIATION

Geneva, 27-28 June 2024

Maison de la Paix  
Chem. Eugène-Rigot 2,  
Geneva – Switzerland

#CCHNSummit24  
[bit.ly/negosummit2024](https://bit.ly/negosummit2024)

## COMPLETE AGENDA AND CONNECTION LINKS



Most sessions are live-streamed and captioned in multiple languages. All times in the CEST timezone (UTC+2).

The World Summit is co-hosted by:



## DAY 1 Thursday 27 June

09:00-10:00 | AUDITORIUM IVAN PICTET

### Opening ceremony

10:00-11:00 | HALLS

### Networking and exhibition

COFFEE BREAK | Join us in the exhibition space to meet partners, practitioners, and negotiation experts

11:00-12:30

### Thematic sessions

AUDITORIUM IVAN PICTET Humanitarian diplomacy in a changing global geopolitical landscape

AUDIT. A2 Negotiating with power: Underdog strategies

ROOM S12 Insights from negotiators working on Myanmar, Search and Rescue at sea, and the Sahel

LUNCH BREAK

13:30-15:00 | AUDITORIUM IVAN PICTET

### Plenary session

Grassroots leadership: Local voices in crisis negotiation

COFFEE BREAK

15:30-17:00

### Thematic sessions

AUDIT. A2 Women at the negotiation table: Enhancing gender inclusivity in negotiations

AUDITORIUM IVAN PICTET Crossroad of conscience: The delicate dance of principle and pragmatism in humanitarian negotiations

ROOM S12 Roundtable: Frontline negotiation practices in today's most challenging crises

17:00-17:15 | AUDITORIUM IVAN PICTET

### Closing remarks

FROM 17:15 | CAFETERIA

### Cocktail reception

# Summit agenda

# 2024

WORLD SUMMIT  
ON HUMANITARIAN NEGOTIATION

Geneva, 27-28 June 2024

Maison de la Paix  
Chem. Eugène-Rigot 2,  
Geneva – Switzerland

#CCHNsummit24  
[bit.ly/negosummit2024](https://bit.ly/negosummit2024)

COMPLETE AGENDA AND  
CONNECTION LINKS



Most sessions are live-streamed and captioned in multiple languages. All times in the CEST timezone (UTC+2).

The World Summit is co-hosted by:



## DAY 2 Friday 28 June

09:00-09:30 | AUDITORIUM IVAN PICTET

### Highlights and overview of the day

09:30-10:30

### Thematic sessions

AUDITORIUM IVAN PICTET Navigating the digital battlefield between technology and misinformation

AUDIT. A2 Climate change and conflict: Negotiating for the future

ROOM S12 Insights on negotiations with assertive authorities: Venezuela, Afghanistan, Sudan

COFFEE BREAK

11:00-12:30

### Thematic sessions

AUDITORIUM IVAN PICTET Frontline dialogues: Engaging weapon bearers in civilian protection

ROOM S4 Approaches to build the negotiation capacity of humanitarians

ROOM S12 Insights from humanitarian negotiators in Gaza, Haiti, and Ukraine

LUNCH BREAK

13:30-15:00 | AUDITORIUM IVAN PICTET

### Plenary session

What are we learning? Getting ready for the future as a community of frontline negotiators

COFFEE BREAK

15:30-17:00 | AUDITORIUM IVAN PICTET

### Closing ceremony

# ABOUT THE CENTRE OF COMPETENCE ON HUMANITARIAN NEGOTIATION

Founded in 2016, the Centre of Competence on Humanitarian Negotiation (CCHN) is a joint initiative of the International Committee of the Red Cross, Médecins Sans Frontières Switzerland, the United Nations High Commissioner for Refugees, and the United Nations World Food Programme.

Our aim is to facilitate the capture, analysis, and sharing of experiences and practices around humanitarian negotiation and to provide a space for dialogue across organisations. At the core of our activities is the CCHN community of practice, a global community of humanitarian practitioners working at the frontlines of humanitarian action.



## FRONTLINE NEGOTIATIONS

CENTRE OF COMPETENCE ON HUMANITARIAN NEGOTIATION

Centre of Competence on Humanitarian Negotiation

Domaine "La Pastorale"  
106 Route de Ferney  
1202 Geneva, Switzerland

info@frontline-negotiations.org  
frontline-negotiations.org

- f @FrontlineNegotiations
- t @Frontline\_Nego
- in @Frontline-Negotiations
- ig @frontline\_negotiation

