



The Conflict Sensitivity Hub (CSH) helps actors in the humanitarian, development and peacebuilding (HDP) sectors to design and implement interventions that are conflict-sensitive and gender-sensitive, context-sensitive and accountable to affected populations.

Since 2022, CSH has been working primarily in eastern DRC to improve aid effectiveness and reduce the risk of unintended negative impacts on local communities.

Our contextual expertise

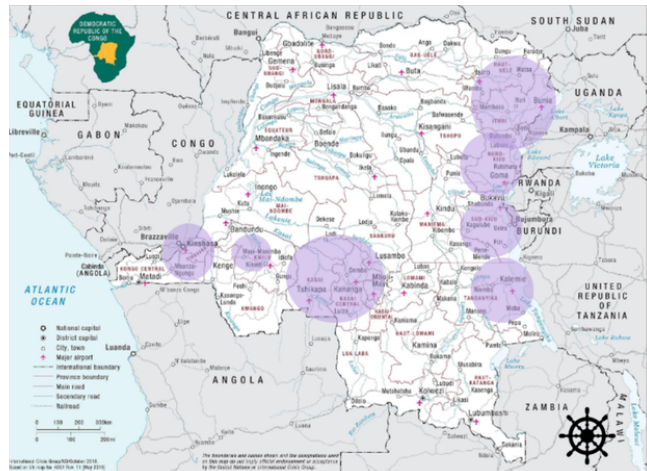
The humanitarian crisis in eastern DRC is worsening; the increase in violent clashes, massive population displacements, and political instability are eroding the social fabric of local communities. The CSH has invaluable experience in identifying these regional challenges and developing mitigation strategies to best support partner organizations. The CSH is ready to address these challenges.

- **Complex and fluctuating conflict dynamics**
 - Implement continuous context monitoring with regular updates on conflicts and rapid analysis notes.
 - Utilizing local focal points to obtain real-time information
- **Limited human and financial resources**
 - Investing in the skills of local analysts, simplifying analytical tools, and seeking diversified, multi-year funding.
- **Poor coordination between actors**
 - Create regular coordination platforms (working groups, briefing notes, shared tools) aligned with existing structures linking humanitarian aid, development and peace
- **Access and security constraints**
 - Relying on remote data collection, trusted local partners, and rigorous security risk management protocols

Our approach to capacity building

The CSH adopts a practical, sustainable, and multidimensional approach to capacity building. Rather than offering one-off training sessions, we combine contextual analysis, tailored training, and concrete technical assistance to embed conflict sensitivity in the systems, practices, and cultures of the organizations we work with.

- Increased participation and inclusion of marginalized groups
- Increased trust between communities, organizations and institutions
- Strengthened organizational systems and accountability mechanisms
- Reducing the risk of conflict related to the provision of aid
- Sustainable local appropriation of conflict-sensitive practices



Geographic scope of the CSH: North Kivu, South Kivu, Ituri, Tanganyika, Kasai Centrale, Mai Ndombe, Kinshasa
Map of DR Congo International Crisis Group/KO/October 2016. Based on UN map No. 4007 Rev. 11 (Mai 2016).



Nos competences

The CSH collaborated with **242 Congolese and 63 international organizations** to implement leadership and conflict sensitivity skills to improve the quality of service delivery. **1,778 people were trained in these practices**, including 533 women.

Sustainable organizational transformation

“Thanks to the training received, AHUSADEC has strengthened its capacity to integrate conflict-sensitive approaches. A major change has been the establishment of an intergenerational dialogue committee. Young people are no longer mere observers, and women actively participate, including in customary meetings, which was unthinkable before in the area. This experience has given us concrete tools to better analyze problems in our areas of intervention, promote inclusive participation, and contribute positively to conflict resolution.”

Program Officer, AHUSADEC

Improving gender equality

“Thanks to participation in Communities of Practice, FOCUS Rights & Access now more coherently integrates the specific needs of women, people living with disabilities (PLDs), and other vulnerable groups into the design and implementation of our projects, particularly in construction and rehabilitation activities. This learning has improved the quality of our decision-making, made our interventions more inclusive, and strengthened the acceptability of our actions on the ground.”

Child Protection Assistant FOCUS Rights & Access – Goma



Positive social and behavioral change

“Development Without Borders (DSF) faced numerous misunderstandings, even open resistance, particularly during health awareness campaigns. The use of the analysis on the perception of humanitarian aid, as well as the information notes produced by the CSH, marked a turning point in our approach. During a cholera awareness campaign, we observed a significant reduction in misunderstandings. While the population previously showed strong resistance to hygiene messages, communication, now more sensitive to local context and perceptions, fostered better reception and increased participation.”

Monitoring and Evaluation Officer, DSF-South Kivu



Evidence of impact

78% of CSH clients surveyed confirmed that they had used what they learned from CSH training and support to change a policy or practice within their organization. Beyond the numbers, CSH's support generated measurable changes at the behavioral, institutional, and relational levels.

CSH's capacity-building activities have reached considerable scope and depth in eastern DRC:

- **4 conflict- and gender-sensitive analyses produced** and 17 notes and information sheets disseminated.
- **8 qualified local experts** trained.
- **31 conflict sensitivity action plans** have been implemented.
- **36 organisations** benefit from ongoing technical support and **44 women's and youth civil society organisations (CSOs)** are trained.
- **59 human development and peace (HDP) actors** active within communities of practice.
- **73 training sessions (multiprovincial, sectoral and intersectoral)** in which 409 actors from the humanitarian and development (HDP) sector were trained.
- **174 HDP actors** actively apply conflict sensitivity in their work.
- **1,778 participants** trained, including 533 women.

Contact us

For more information, visit the website <https://cs-hub.org/>

For more information, please send an email to DRC@cs-hub.org



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