**Transformative communication**

Differences of opinion are necessary to reach creative and optimum solutions. Consensus, brainstorming and creativity require open, vigorous and honest discussion.

**You will learn**

\* Communication skills that support cooperation and negotiation so you can keep disagreements focused on policy and plussing rather on personality.

\* How to resolve conflicts in a positive way.

\* Why you always lose when you play win-lose and why win-win works.