



HANDLING DIFFICULT SITUATIONS

and when you shouldn't ...

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*Empowers Manitoba Businesses with Education to Navigate
Difficult and Potentially Dangerous Situations*

This course was developed by MTEC in response to the increase in crime impacting the hospitality and tourism industry in Manitoba. This online training provides insight into how to effectively manage complex situations and understand when to get help by calling 911.

This updated version of Handling Difficult Situations is an online course that takes approximately 75 minutes and is ideal for front line employees, supervisors and managers in an engaging format.

The content was developed in collaboration with an experienced tourism and hospitality safety consultant, a representative from the Community Services Division of the Winnipeg Police Service, and proficient training specialists. Video content includes a discussion of current criminal activity in Manitoba, guidance on identifying situations warranting police intervention, and measures businesses can implement to safeguard their personnel and assets during challenging scenarios.

COURSE DETAILS



DURATION

75 minutes (average) start to finish



COURSE CONTENT

Videos, test questions, final exam, text copy, PDFs



SUPPORT

Online support



EXAM

100% pass rate (unlimited retests)



CERTIFICATE

Printable certificate emailed at the completion of the program.



FLEXIBLE

Train anytime, anywhere, 24/7/365



FREE

Free to businesses in the tourism, hospitality & retail industries

Who should take this training?

This training is ideal for front-line employees, supervisors and managers.

*Developed and
Delivered by:*

MTEC
MANITOBA TOURISM
EDUCATION COUNCIL

FOR MORE INFO:

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