



## HANDLING DIFFICULT SITUATIONS and when you shouldn't ...

***HANDLING DIFFICULT SITUATIONS and when you shouldn't ...***  
*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

MTEC is providing this training free for all businesses in Manitoba

### 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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