



HANDLING DIFFICULT SITUATIONS

During COVID-19 and Beyond

NEW ONLINE COURSE

HANDLING DIFFICULT SITUATIONS During COVID-19 and Beyond

The new Handling Difficult Situations During COVID-19 and Beyond training program will assist employees and managers in dealing with customers that are not complying with current Provincial Health Orders or company policies; like wearing masks, ill-fitting masks, social distancing and questioning or not willing to give required tracing information.

LEARN TO IDENTIFY & DEFUSE DIFFICULT SITUATIONS

Employees will learn how to identify and defuse difficult situations, explore the benefits of professionally handling difficult situations and develop strategies to manage behavior, defuse emotion and resolve difficult situations; information that will be useful to them during and long after COVID-19.

START TRAINING YOUR EMPLOYEES TODAY

Handling Difficult Situations During COVID-19 and Beyond is a one hour on-line training program with an exam at the end. The pass rate is 100% (unlimited re-tests).

Tourism, Hospitality and Retail businesses can now register to create a free business training account giving them access to the online Handling Difficult Situations During COVID-19 and Beyond program.

Handling Difficult Situations During COVID-19 and Beyond will be **FREE** to businesses in the Hotel, Restaurant and Retail industries until June 1, 2021 – and available for a small fee to other businesses.

Developed and Delivered by:



COURSE DETAILS



DURATION

60 Minutes from start to finish



COURSE CONTENT

Videos, sample scenarios with test questions, final exam, text copy and PDFs



SUPPORT

Online support



EXAM

100% Pass rate (unlimited retests)



CERTIFICATE

Certificate emailed immediately after completion



FLEXIBLE

Train anytime, anywhere, 24/7/365 in classroom or via Zoom webinars



FREE

Available FREE to Manitoba tourism, hospitality and retail businesses

NOTE: *The program is also available in the classroom or via webinar*

For more information and to register visit www.mtec.mb.ca