



HANDLING DIFFICULT SITUATIONS Post-Pandemic

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The Handling Difficult Situations Post-Pandemic training will assist employees and managers in dealing with customers in the post-pandemic period after the Provincial Health Orders have ended and mandatory requirements have turned into recommendations.

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 Post-Pandemic is a one hour on-line training program with an exam at the end. The pass rate is 100% (unlimited re-tests).

Businesses can now register to create a free business training account giving them access to the online Handling Difficult Situations Post-Pandemic program.

Handling Difficult Situations Post-Pandemic is be *FREE* to all businesses in Manitoba.

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 all businesses in Manitoba

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