

# E. C. A. Techniques

Taking the right steps to  
De-Escalate a situation

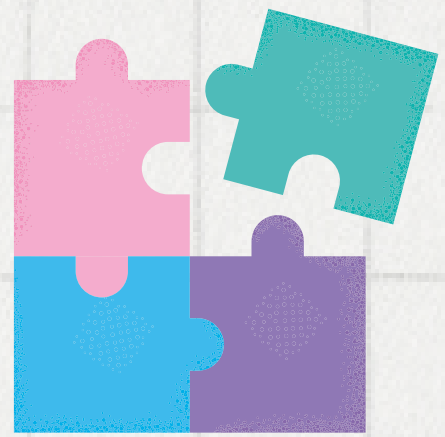
01

## EMPATHY

CONNECT with the person

- Actively Listen
- Evaluate Emotions
- Show support

"I see that you are frustrated about that.  
Let me see what I can do to help you."



02

## CONTROL

Refocus by GUIDING the person

- Confirm using questions
- Apologize
- Resolve the issue

"So you say you got charged full price? I  
apologize for the inconvenience. Let me fix  
that for you."



03

## ADVOCACY

Be PROACTIVE for future interactions

- Stay positive
- Express gratitude
- Follow up

"Thank you for bringing this to our attention.  
Please let me know if there is anything else we  
can do for you."

