

ASKING FOR HELP

CLB 5

Steps to Getting Help

1. Think: What is the problem?
2. Think: Who can I ask for help?
3. Get that person's attention.
4. Ask for help.

QUESTION

When do you ask for help at work?

You don't understand instructions.



You can't finish all your work.

SCENARIO (situation):

You have a very big job and not enough time to finish it. What do you need to do?

you need to talk to your supervisor or ask a co-worker for help.



Get a Person's Attention

- Excuse me.
- Pardon me.
- Sorry to bother you, but ...
- Hi _____, do you have a minute/ second?



Polite Phrases

- Do you mind... ?

e.g.: Do you mind helping me for a second?

- Would you mind... ?

e.g: Would you mind giving me a minute?

- Could you please... ?

e.g: Could you please give me a minute?

(Can you...?)

Polite Phrases

- Do you mind... ?

e.g.: Do you mind giving me a hand?

- Would you mind... ?

e.g: Would you mind giving me a hand?

- Could you please... ?

e.g: Could you please give me a hand?

(Can you...?)

Polite Phrases

- I am wondering... ?

e.g.: I am wondering if you could help me with something?

- I was hoping...

e.g: I was hoping you could help me with something... ?

Make the Request Attention + Polite Question

Excuse me.

Could you please help me?

Where do I put these?



Example Problems & Questions

- I didn't understand what the boss said.
- Do you know where I should put this?
- I'm not sure how I should clean this?
- Can you remember what order we need to do this in?
- Would you be able to explain what this means, please?
- How do I use this?
- It doesn't say how I should use this.