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# Offering Support

August 2024 OPEN Basic Workshop

# Offering Support



**Teamwork** and **collaboration** are a very important part of your job. If one of your team members or co-workers needs some support, you should **offer to help them**. Supporting members in your team will enable you to build good working relationships and create a positive working environment.



In this workshop, you will learn some useful phrases for **offering support**. Then, you will practice using them in some example situations.

# Offering Support 1



## Offering Support

- Would you like me to ...?
- Do you want me to ...?
- Shall I ...?
- Do you need ...?

## Example sentences

- **Would you like me to** help you prepare for your presentation?
- **Do you want me to** arrange the meeting with the vendor?
- **Shall I** look over your report before you submit it?
- **Do you need** (any help / a hand) with that form?

# Offering Support 2



## Offering Support

- Can I ...?
- Let me help you ...
- I'll ...
- I can ... if you like.

## Example sentences

- **Can I** give you a hand with the data analysis for the report?
- **Let me help you** carry that heavy box.
- **I'll** give you a lift to the station after work.
- **I can** help you with the report **if you like**.

# Responding to Offers



## Accepting Offers

- Thank you. That would be great.
- Thank you. That's very kind of you.
- Yes, please. (If you wouldn't mind / If it's not too much trouble).

## Declining Offers Politely

- No, thank you / thanks. I'm fine.
- It's okay, thanks. I can do it.
- Don't worry, I'll do it.
- I think I can manage, but thanks for offering to help.

# Example Conversations 1

**Ken:** I'm not sure how to prepare my laptop for the presentation.

**Aki:** **Would you like me to** help you set it up?

**Ken:** **Yes, please** Aki. **That's very kind of you.**

**Aki:** Don't mention it. I'm happy to help.

**Lee:** This application form looks difficult.

**Takashi:** **Shall I help you** fill it in?

**Lee:** Thanks, Takashi. **That would be very helpful.**

**Takashi:** It's no bother. I'm glad to help.

## Example Conversations 2

**Mari:** I have to attend that new hire training session this morning.

**Jen:** Let me know when you have to go. **I'll** take you there.

**Mari:** **It's okay, thanks. I can find it.** I'm going with some other new hires.

**Jen:** No problem. Feel free to reach out to me if you need any help.

**Atsuko:** This report is more detailed than I thought. I may have to work late tonight.

**Jeff:** **I can** help you with it **if you like.**

**Atsuko:** **I think I can manage, but thanks for offering to help.**

**Jeff:** Okay. Let me know if there's anything I can do.

# Workshop Activity

You are going to offer to support a team member in a situation below.

Select a topic from the list below.

Have a short conversation and offer to support the person.

1. You see a new employee in the building who looks lost.
2. It's summer, and your colleague looks hot in the meeting room.
3. You see a co-worker trying to carry a heavy box.
4. Your colleague has to print some handouts before the meeting, but he/she is busy now.
5. Your co-worker has to write a report in English, but it is difficult for them.
6. A vendor isn't sure how to set up their laptop to give a presentation in the meeting room.
7. You are taking part in a long one-to-one meeting, but your co-worker looks tired.
8. Your colleague has to give a technical presentation, but he/she hasn't prepared the data yet.
9. A new co-worker is having trouble with their computer.
10. The meeting is over, and your visitor has to go to their hotel now.
11. You notice that your co-worker is struggling to understand what a Boise visitor is saying.
12. (Your idea)





# Phrases for Offering Support

- Would you like me to ...?
- Do you want me to ...?
- Shall I ...?
- Do you need ...?
- Can I ...?
- Let me help you ...
- I'll ...
- I can ... if you like.