



At this Benchmark, I can:

- understand moderately complex formal and informal communication related to life experience, general knowledge, and specialized or work-related situations

Interacting with Others

- Understand social conversations.

For example:

- a co-worker discussing a colleague who suddenly left the company
- a formal farewell at a retirement party
- formal and informal condolences from friends after a funeral

Comprehending Instructions

- Follow long, detailed instructions and directions (over 12 steps) for technical and non-technical tasks.

For example:

- instructions from a technical assistant to resolve a simple computer software issue
- detailed instructions from a supervisor about a familiar but complex process

When:

- the communication is face-to-face (one-on-one or in small groups) or on the phone
- the communication is moderate in length
- the information includes abstract concepts and ideas

Getting Things Done

- Understand communication intended to influence or persuade.

For example:

- warnings about door-to-door salespeople and suggestions for the best ways to deal with them
- public announcements containing extended warnings and recommendations

Comprehending Information

- Understand group interactions about abstract and complex ideas on familiar topics.

For example:

- discussion about controversial social issues in a class debate

- Understand informal or semi-formal presentations up to about 20 minutes long.

For example:

- presentations in workplace or community meetings

