



At this Benchmark, I can:

- understand an expanding range of complex, detailed formal and informal communication on most general interest topics and specialized topics in my field

Interacting with Others

- Understand complex communication to identify attitudes, emotions, motivations, and intentions.

*For example:*

- a manager handling a complaint

When:

- the communication is related to unfamiliar, abstract, conceptual, or technical matters
- the communication is lengthy
- the communication is in demanding contexts

Getting Things Done

- Understand, analyze and critically evaluate content, values and assumptions in communication intended to influence or persuade.

*For example:*

- persuasive presentations (such as to a commission or a committee) to evaluate a proposal

Comprehending Instructions

- Understand complex multistep directions and instructions for less familiar procedures in some urgent or demanding situations.

*For example:*

- complex medical instructions for treating a person in medical distress

Comprehending Information

- Understand complex expository or argumentative exchanges or discussions between several speakers.

*For example:*

- discussions of a hiring committee

- Understand extensive lectures or presentations.

*For example:*

- academic lectures or presentations in a conference or symposium

