



## At this Benchmark, I can:

- communicate with some confidence in demanding or challenging non-routine work, educational, and social situations
- present information about complex, abstract, and general topics
- speak fluently and comprehensibly using a variety of vocabulary and structures

### Interacting with Others

- Manage a range of personal and business interactions that involve needs, feelings, and attitudes (such as respect and indifference).

*For example:*

- respond with assertiveness to expressions of indifference at a staff meeting

- Co-facilitate or contribute to discussions or debates in small formal groups.

*For example:*

- manage the discussion in a workplace meeting to make sure everyone has a chance to speak, and confirm and clarify information as needed

### Giving Instructions

- Give complex instructions for some technical and non-technical tasks, procedures, and processes.

*For example:*

- provide support to a client by giving instructions on the phone to resolve a computer software issue

## When:

- I speak with peers and authority figures, one-on-one or in groups
- the situation is informal to formal

### Getting Things Done

- Present formal proposals to address concerns or deal with problems.

*For example:*

- request a formal review of a mark given by a professor for an assignment

### Sharing Information

- Ask for, give and discuss detailed information and opinions to coordinate teamwork assignments, one-on-one and in business meetings, discussions, or debates.

*For example:*

- discuss work assignments on a project and coordinate tasks with co-workers

- Give demonstrations, briefings, oral reports or position papers on familiar or researched topics.

*For example:*

- make a formal business presentation to introduce, describe and recommend a new product or service

