



## Profile of Ability

### The listener can:

Understand moderately complex formal and informal communication, including abstract concepts and ideas related to general knowledge, life experience and specialized or work-related situations.

### When the communication is:

- Spoken clearly at a normal rate
- Face-to-face, on the phone or via digital media (one-on-one, with multiple speakers or in small groups)
- Related to general knowledge, life experience and specialized or technical matters
- Moderate in length
- In moderately demanding contexts

### Demonstrating these strengths and limitations:

- Understands overall meaning or intent
- Identifies main ideas, even when not explicitly stated, supporting details and implied meanings
- Understands language that is concrete or abstract and conceptual, with an expanded range of vocabulary
- Recognizes meaning based on an understanding of an adequate range of complex sentences and structures
- May use contextual clues to enhance comprehension
- Recognizes an expanded range of registers and styles
- Understands an expanded range of common idiomatic language
- Can follow moderately complex phone interactions
- Has difficulty following faster colloquial or idiomatic conversations

## I. Interacting with Others

- Understand moderately complex social exchanges (such as expressions of and responses to gratitude, hopes, appreciation, complaints, disappointment, satisfaction, dissatisfaction, approval, disapproval, formal welcomes and farewells, condolences and congratulations).
  - Identifies implied meanings and stated and unspecified details.
  - Identifies situations and relationships between participants.
  - Identifies speakers' purpose and intent.
  - Identifies emotional state, mood and attitude from tone and intonation.
  - Interprets feelings such as gratitude, hope, appreciation, disappointment, satisfaction, dissatisfaction, approval and disapproval.
  - Identifies the purpose of expressions of formal welcomes, farewells, condolences and congratulations.
  - Understands the intent of expressions and responses.
  - Identifies some nuances in attitude, emotional tone and register.
  - Demonstrates strengths and limitations typical of Listening Benchmark 8, as listed in the Profile of Ability.

### Sample Tasks

Listen to formal and informal condolences from friends and acquaintances and identify the level of formality to respond appropriately.

Listen to a co-worker discussing a colleague's abrupt departure from the company to interpret the speaker's attitude.

Listen to a co-worker discussing a workplace experience to predict what will be said next based on the content and tone.

## II. Comprehending Instructions

- Understand extended multistep directions or instructions for technical or non-technical tasks.
 

[Instructions are over 12 steps, with up to 20 details (fewer on the phone).]

  - Follows sequence markers, cohesive devices (connecting words, reference, parallel structure, substitution) or other linguistic clues to infer order of steps.
  - Responds with actions to directions and instructions.
  - Demonstrates strengths and limitations typical of Listening Benchmark 8, as listed in the Profile of Ability.

### Sample Tasks

Follow instructions from a technical assistant on the phone to resolve a simple computer software issue.

Listen to detailed oral instructions from a supervisor about a familiar but complex process.

Follow instructions to register for a college or university course.