



## Profile of Ability

### The listener can:

Understand an expanding range of complex, detailed formal and informal communication on most general interest topics and specialized topics in own field.

### When the communication is:

- Spoken clearly at a normal rate
- Face-to-face, on the phone or via digital media (with individuals, small or larger groups)
- Related to unfamiliar, abstract, conceptual or technical matters
- Lengthy
- In demanding contexts

### Demonstrating these strengths and limitations:

- Identifies, analyzes and critically evaluates selected aspects of communication
- Understands an expanding range of concrete, abstract and technical language appropriate for the content and purpose
- Uses knowledge of complex grammar and syntax to interpret meaning
- Infers bias, attitudinal and other unstated meanings
- Only occasionally misses a topic shift or transition
- Recognizes the nuances in different styles, registers and language varieties
- Sometimes has difficulty interpreting verbal humour, low-frequency idioms and cultural references especially when spoken quickly

## I. Interacting with Others

- Understand complex communication to identify attitudes, emotions, motivations and intentions.
  - Identifies different discourse formats for different situations and audiences.
  - Identifies meaning expressed through tone and intonation.
  - Identifies signals in speech to collaborate, to hold and relinquish the floor, and to attempt to interrupt politely.
  - Recognizes preferred and non-preferred responses.
  - Identifies unstated and implicit intentions and motivations based on linguistic and paralinguistic clues.
  - Identifies attitudes and emotions using a range of clues, such as voice tone and volume, pitch, intonation and stress.
  - Identifies different styles of speech.
- Demonstrates strengths and limitations typical of Listening Benchmark 10, as listed in the Profile of Ability.

### Sample Tasks

Listen to a manager handling a customer complaint to identify moods, attitudes and intentions.

Listen to a dialogue between two acquaintances who are preparing to complain to the authorities about a noisy neighbour to identify their position and intentions.

## II. Comprehending Instructions

- Understand complex multistep directions and instructions for less-familiar procedures in some urgent or demanding situations.  
[Instructions are detailed and may be lengthy, partially familiar or predictable.]
  - Integrates several pieces of detailed information to carry out complex, multistep procedures or to follow directions.
  - Responds with actions to directions and instructions.
- Demonstrates strengths and limitations typical of Listening Benchmark 10, as listed in the Profile of Ability.

### Sample Tasks

Follow complex multistep instructions from a contractor for completing or preparing for a home renovation task.

Follow complex medical instructions for treating a person in medical distress.

Follow complex, multistep instructions for creating and conducting a survey for a research study.