



## Profile of Ability

### The listener can:

Understand an expanded range of complex, detailed formal and informal communication on a broad variety of general topics and specialized topics in own field.

### When the communication is:

- Spoken clearly at a normal to fast 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 communication
- Understands an expanded range of concrete, abstract and technical language appropriate for the content and purpose
- Uses knowledge of complex grammar and syntax to interpret nuances in meaning
- Infers meaning from most unstated information
- Recognizes the nuances in different styles, registers and language varieties
- Has only occasional difficulty interpreting verbal humour, low-frequency idioms, irony, sarcasm, cultural references and figurative, symbolic and idiomatic language

## I. Interacting with Others

- Understand propositionally and linguistically complex communication between diverse speakers to resolve conflicts, build consensus and negotiate compromise.
  - 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, to attempt to interrupt politely.
  - Recognizes preferred and non-preferred responses.
  - Identifies, analyzes and evaluates language and interpersonal strategies.
  - Identifies, analyzes and evaluates conflict-escalating language and behaviour. Identifies converging and diverging styles of speech (speaking the same way to convey solidarity, speaking differently to convey distinctness).
  - Demonstrates strengths and limitations typical of Listening Benchmark 11, as listed in the Profile of Ability.

### Sample Tasks

Listen and respond to a classmate or a colleague's accusations about not contributing to a team assignment.

Listen to a supervisor confronting a colleague about productivity. Identify language and behaviours that contribute to an escalation in the conflict to give feedback on how to manage a similar situation in the future.

Listen to an arbitrator trying to settle a dispute to identify, analyze and evaluate the language and strategies used to negotiate a compromise.

## II. Comprehending Instructions

- Understand complex multistep directions and instructions for unfamiliar procedures in urgent or demanding situations.  
[Instructions are detailed, lengthy and presented clearly.]
  - Integrates extensive, 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 11, as listed in the Profile of Ability.

### Sample Tasks

Follow extensive directions to an unfamiliar location in an emergency response or search-and-rescue job.

Follow multistep instructions to resolve a complex engineering problem from a technical support worker on the phone.

Follow complex multistep medical or nursing instructions from a supervisor when caring for critically ill patients.