Listening – Benchmark 11

III. Getting Things Done

• Understand the nuances and subtleties of communication intended to influence or persuade across a broad variety of general interest, academic and technical topics in own field.

– Analyzes and evaluates the appropriateness of persuasive strategies to the audience and the purpose.

– Identifies language aspects (such as grammar and vocabulary) of persuasive discourse.

– Identifies discourse indicators signalling contrasting information, opposing views, illustrations/examples, unexpected turn, reformulation of information.

– Identifies cohesion links (such as phrasal links) across utterances.

– Identifies and separates feelings, information and facts.

– Identifies effective techniques (such as the use of evidence, logical arguments and ethical and emotional appeals) to obtain agreement on or acceptance of ideas or products.

– Demonstrates strengths and limitations typical of Listening Benchmark 11, as listed in the Profile of Ability.

Sample Tasks

Listen to arguments for and against a controversial issue (such as building a half-way house in the community) to analyze and evaluate evidence and logical arguments for and against the proposition and determine own position on the issue.

Listen to a radio discussion about a current event to decide whether all sides of the discussion have been presented and which position is best supported.

Listen to a sales pitch for equipment at work (such as a printer, server, phone) to decide whether or not to purchase.

IV. Comprehending Information

• Understand complex, detailed and specialized discussions between several speakers.

• Understand complex, detailed and extensive lectures or presentations.

– Identifies detailed factual information and implied meanings.

– Extracts multiple pieces of information as required.

– Synthesizes information to reconstruct a message.

– Extracts relevant details from discourse that includes irrelevant or distracting information.

– Identifies thematic organization of sub-parts of presentations and lectures (such as patterns for narrating, reporting, describing, arguing a point, expressing results and consequences).

– Identifies positions, biases, assumptions and motives.

– Summarizes information.

– Demonstrates strengths and limitations typical of Listening Benchmark 11, as listed in the Profile of Ability.

Sample Tasks

In an academic setting, listen to different views about a topic presented in a panel discussion to summarize presenters' positions and provide specific details (such as quotes) for an essay.

Listen to a series of proposals from staff concerning the need to modernize a company's approach to summarize the information and inform the CEO.