



## Profile of Ability

### The listener can:

Understand an extensive range of complex abstract formal and informal communication on most general and specialized topics.

### 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 a wide 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 almost all unstated information
- Recognizes the nuances in different styles, registers and language varieties
- Has almost no difficulty interpreting verbal humour, low-frequency idioms, irony, sarcasm, cultural references and figurative, symbolic and idiomatic language

## I. Interacting with Others

- Understand the nuances and subtleties of propositionally and linguistically complex communication between diverse speakers.
  - Identifies different discourse formats for a variety of situations and audiences.
  - Identifies meaning expressed through tone and intonation.
  - Recognizes preferred and non-preferred responses.
  - Identifies unstated conflicts, challenges and differences of opinion.
  - Identifies instances of politeness and cooperation (and their violations) through paralinguistic and linguistic clues.
  - Identifies examples of imposition, disrespect, criticism and sarcasm, whether explicit or implied.
  - Evaluates expressions in terms of cultural norms commonly used in professional and academic discourse.
  - Analyzes and evaluates language and interpersonal strategies.
  - Demonstrates strengths and limitations typical of Listening Benchmark 12, as listed in the Profile of Ability.

### Sample tasks

In a workplace training session, watch a video-taped team meeting to evaluate the appropriateness and effectiveness of the interaction.

Listen to a parliamentary or legislative proceeding and its related media commentaries to identify examples of sarcasm, criticism and disrespect.

## II. Comprehending Instructions

- Understand and evaluate detailed, extensive oral instructions in a broad range of situations.  
[Instructions are for complex procedures.]
  - Evaluates oral instructions or instructional texts for logical accuracy and clarity.
  - Uses external criteria and standards to evaluate the validity/effectiveness of instructions or instructional texts.
  - Demonstrates strengths and limitations typical of Listening Benchmark 12, as listed in the Profile of Ability.

### Sample Tasks

Listen to evaluate a workplace instructional video (such as a training video on a complex work-related procedure) for logical accuracy and clarity, and to provide suggestions for improvement.

Follow instructions for solving a complex mathematical problem.