Listening – Benchmark 12

III. Getting Things Done

- Understand the nuances and subtleties of communication intended to influence or persuade across a wide range of contexts, whether familiar or unfamiliar, including academic, workplace and community.
  - Identifies stated or unstated facts, opinions and attitudes related to text.
  - Analyzes and evaluates speakers' points of view.
  - 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.
  - Evaluates the appropriateness, usefulness, relevance and validity of information to the audience and the purpose.
  - Demonstrates strengths and limitations typical of Listening Benchmark 12, as listed in the Profile of Ability.

Sample tasks

Listen to an all-candidates' debate during an election campaign to analyze and evaluate arguments presented by each candidate and determine which candidate to vote for.

Listen to a panel debate about a controversial political, social or academic topic to critically evaluate and summarize the information and the positions of the participants.

Listen to a court proceeding or formal workplace meeting to analyze and evaluate the ways in which the communication of various speakers influenced the ultimate outcome.

IV. Comprehending Information

- Critically evaluate complex, detailed and specialized discussions, interviews or formal debates.
- Critically evaluate complex, detailed and extensive lectures or presentations.
  - Identifies and critically evaluates content, organization and delivery.
  - Summarizes and critically evaluates relevance of examples, biases, assumptions, values, motives and plausibility.
  - Suggests ways to improve content.
  - Analyzes and evaluates verbal and non-verbal aspects of delivery and makes suggestions for improvement.
  - 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 conversation styles (such as high involvement style and high considerateness style).
  - Demonstrates strengths and limitations typical of Listening Benchmark 12, as listed in the Profile of Ability.

Sample Tasks

Listen to and critically evaluate the overall organization and delivery (verbal and non-verbal) of an academic lecture or a workplace presentation to make suggestions for improvement.

Listen to a formal public debate on a complex topic to evaluate participants' conversational management styles and strategies to provide constructive feedback.

Evaluate the points of speeches and debates of political candidates during an election campaign to make choices as a voter.

Listen to the presentation and defence of an academic thesis in own field to evaluate the quality of the research, analysis and conclusions.

Listen to the presentation of two different proposals for expenditures to decide how to allocate funds.