

Speaking – Benchmark 8



III. Getting Things Done

- Propose or recommend solutions to problems in a familiar area.
[Communication may sometimes be related to situations where clarity and diplomacy have an impact on the outcome.]
 - Describes problems and clarifies details.
 - Indicates possible solutions, recommends the best ones, and gives reasons.
 - Demonstrates strengths and limitations typical of Speaking Benchmark 8, as listed in the Profile of Ability.

Sample Tasks

Explain a problem with a new program, machine, or procedure at work and present a detailed solution.

Respond to a customer complaint, providing various suggestions to resolve it.

Propose extending a deadline for a class assignment and give valid reasons for the change.

IV. Sharing Information

- Give detailed information; express and qualify opinions or concerns; present solutions and options; indicate opposition or support for a stand in one-on-one interactions and small group discussions or meetings.
 - Provides detailed information and presents options as needed.
 - Asks relevant questions to gather, share, analyze and compare information.
 - Summarizes information and ideas to clarify and expand understanding.
 - Expresses and qualifies opinions, feelings, doubts and concerns.
 - Appropriately opposes or supports a stand or solution.
 - Holds the floor, shares the floor, draws others out, and thanks them for their contribution and information.
 - Participates effectively in interactions.
- Give presentations to describe and explain structures, systems or processes based on research.
[Presentations are up to about 20 minutes long; topics are familiar, concrete, or abstract.]
 - Presents information using connected discourse.
 - Expresses main ideas and supports them with details.
 - Provides an introduction, development and conclusion.
 - Narrates coherently so that agents, actions, circumstance, process and sequence are clear.
 - Shows developing awareness of style and formality.
 - Provides accurate and somewhat detailed descriptions, explanations or accounts.
 - Shows awareness of appropriate eye contact, body language, volume and rate.
 - Demonstrates strengths and limitations typical of Speaking Benchmark 8, as listed in the Profile of Ability.

Sample Tasks

Participate in a performance review with an employer or instructor. Provide detailed information about successes achieved during the year.

Participate in a class debate about a controversial issue. Express opinions, doubts, and concerns. Qualify opinions, and oppose or support the opinions of others.

Give a researched presentation on a social system or political process for a class or course.