



## Profile of Ability

### The speaker can:

Communicate with some confidence in demanding or challenging non-routine work, educational and social situations, and present information about complex, abstract and general topics.

### When the communication is:

- Face-to-face, on the phone, or via digital media
- Informal to formal
- With peers and authority figures, one-on-one or in groups
- In demanding contexts

### Demonstrating these strengths and limitations:

- Speaks in coherent, connected discourse
- Fluent for some demanding contexts
- A range of concrete, abstract and idiomatic language suited to context and purpose, which may include some figures of speech and cultural references
- Good control over a variety of complex grammar structures
- Grammar, vocabulary and pronunciation rarely impede communication
- Adapts language based on context, relationship and purpose
- Adjusts speech style and register to a wide range of different audiences and situations

## I. Interacting with Others

- Manage a range of personal and business interactions that involve needs, feelings and attitudes (such as respect and indifference).

[Communication may be related to high-stakes situations where tone and register have an impact on the outcome.]

- Uses a range of polite expressions to show or respond to respect and friendliness.
- Uses expressions and registers appropriate for the level of formality, occasions, intents and social situations.
- Considers boundaries and degrees of distance to interact appropriately.
- Uses appropriate assertive communication strategies to deal with distance and indifference.
- Uses appropriate non-verbal behaviours.

- Co-facilitate or contribute to discussions or debates in small formal groups.

[Topics may be abstract or conceptual.]

- Opens, maintains and closes the discussion.
- Negotiates discussion points.
- Manages the direction of the conversation. Facilitates turns.
- Holds the floor, shares the floor, and encourages others to participate.
- Asks others to give, confirm and clarify information as needed.
- Uses a variety of strategies to keep the discussion on track and on topic.
- Demonstrates strengths and limitations typical of Speaking Benchmark 9, as listed in the Profile of Ability.

### Sample Tasks

Respond with assertiveness to expressions of indifference in a staff meeting.

Co-facilitate a discussion at a work meeting, class seminar or community meeting. Manage the discussion, ensure that everyone has a chance to speak, and confirm and clarify information as needed.

Interact with a group of volunteers to organize a community event.

Interact socially in the workplace with a group of people, including authority figures.

## II. Giving Instructions

- Give complex instructions for some technical and non-technical tasks, procedures and processes.

- Gives detailed information to carry out instructions.
- Uses accurate language forms and structures to convey a sequence of steps.
- Checks to confirm understanding.
- Demonstrates strengths and limitations typical of Speaking Benchmark 9, as listed in the Profile of Ability.

### Sample Tasks

Relay instructions from an emergency broadcast in the case of a natural disaster.

Provide support to a client or co-worker by giving instructions on the phone to resolve a computer software issue.