



Profile of Ability

The speaker can:

Communicate with increasing 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 an increasing range of demanding contexts
- An expanding range of concrete, abstract and idiomatic language suited to context and purpose, which may include figures of speech and cultural references
- Good control over an expanded variety of complex grammar structures
- Grammar, vocabulary and pronunciation very 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 an expanding range of personal and business interactions that involve needs, feelings and attitudes (such as perceived hostility, blame, sarcasm or condescension).

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

- Uses effective verbal communication strategies to diffuse or de-escalate hostility.
 - Uses expressions and registers appropriate for occasions, intents and social situations.
 - Uses appropriate assertive communication strategies to respond to blame, sarcasm, etc.
 - Uses expressions and registers appropriate to the level of formality of situations.
 - Uses non-aggressive, non-challenging body language.
- Co-facilitate or contribute to discussions or debates in large formal groups.

[Topics may be abstract or conceptual.]

- Opens, maintains and closes discussions.
- Negotiates discussion points.
- Manages the direction of conversations. Facilitates turns.
- Holds the floor, shares the floor, and encourages others to participate.
- Clarifies information as needed.
- Uses a variety of strategies to keep the discussion going and on topic.
- Includes others in discussions.
- Demonstrates strengths and limitations typical of Speaking Benchmark 10, as listed in the Profile of Ability.

Sample Tasks

Respond appropriately to a sarcastic or patronizing remark from a colleague or classmate.

Co-facilitate a discussion in a large formal group. Ensure that everyone has a chance to speak, keep the discussion on topic, and clarify information as needed.

Use non-aggressive language to clarify an issue and defuse hostility coming from a colleague who feels his/her role in a project has been minimized.

II. Giving Instructions

- Give complex instructions for some technical and non-technical tasks, procedures and processes in somewhat demanding situations.
- 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 10, as listed in the Profile of Ability.

Sample Tasks

As a 911 operator, give multistep instructions regarding emergency situations on the phone.

Give extensive directions with complex navigational details on how to reach a location that is remote or difficult to identify.