



Speaking – Benchmark 10

III. Getting Things Done

- Persuade persons in authority to grant approvals or accept/reject proposals.
[Communication may be related to high-stakes situations where clarity and diplomacy have an impact on the outcome.]
 - Presents a formal proposal to an individual or a group in authority.
 - Provides required details.
 - Provides persuasive arguments to gain acceptance or approval of the proposal.
 - Requests agreement/commitment in a sensitive manner.
 - Uses appropriate verbal and non-verbal communication strategies.
 - Demonstrates strengths and limitations typical of Speaking Benchmark 10, as listed in the Profile of Ability.

Sample Tasks

Present self and qualifications in a selection interview. Describe area of specialization and experience in detail. Field questions about approaches to problem solving and responses to various typical workplace situations and scenarios.

Present an argument in a community consultation meeting to accept/reject a proposed project, such as building a group home in the community or creating a waste disposal site in the area.

Convince a person or organization to bestow a grant.

IV. Sharing Information

- Ask for, give and discuss detailed complex information and opinions to coordinate teamwork assignments, train others, delegate, solve problems, resolve conflicts or make decisions in meetings and business discussions.
- Participate in a formal debate.
 - Provides detailed information as needed.
 - Asks relevant questions to gather, share, analyze and compare information.
 - Expresses and qualifies opinions, feelings and doubts.
 - Summarizes information and ideas to clarify and expand understanding.
 - Argues persuasively when required.
 - Summarizes positions.
 - Supports, opposes, accepts or rejects ideas and opinions.
 - Adjusts language for clarity and uses appropriate non-verbal cues and signals.
 - Inquires about and discusses implications and consequences.
 - Comments on perceived strengths, gaps or weaknesses in concepts.
- Give seminar-style presentations to explain complex concepts and ideas on familiar or researched topics.
[Presentations are up to about 40 minutes.]
 - Organizes, supports, sequences and connects information and ideas.
 - Analyzes and evaluates concepts and problems.
 - Explains by using analogy, examples, anecdotes and diagrams.
 - Uses appropriate organization and discourse markers to help listeners to follow.
 - Adjusts the presentation according to the audience.
 - Responds to comments, questions and objections; adds information and elaborates.
 - Demonstrates good control, flexibility and a range of linguistic forms.
 - Demonstrates strengths and limitations typical of Speaking Benchmark 10, as listed in the Profile of Ability.

Sample Tasks

Train a co-worker on how to carry out a complex procedure at work.

Contribute to a university student debate, supporting or opposing an issue (e.g., that a minority-view student club should be funded by the student union to promote the club's ideas on campus).

Give a presentation on a topic in an area of study, based on research findings (such as an overview of recombinant-DNA procedures in genetic engineering and in other biotechnological applications).

Give a presentation about the results of a research project at an academic conference workshop.