



Speaking – Benchmark 11

III. Getting Things Done

- Negotiate mutually agreeable solutions to problems.
[Communication may be related to high-stakes situations where clarity and diplomacy have an impact on the outcome.]
 - Negotiates concessions or solutions.
 - Provides required details.
 - Uses a variety of persuasive techniques to obtain agreement (such as evidence, logical arguments and ethical and emotional appeals).
 - Demonstrates strengths and limitations typical of Speaking Benchmark 11, as listed in the Profile of Ability.

Sample Tasks

Negotiate a concession from an academic or business partner through logical argumentation.

Negotiate a business contract with a supplier at work.

Negotiate a mutually agreeable concession in a marital dispute.

Negotiate a resolution to a conflict between neighbours, such as a disagreement about loud music or about building a fence between 2 properties.

IV. Sharing Information

- Ask for, give and discuss detailed complex information to solve problems, make decisions, supervise, motivate or discipline someone or evaluate performance.
 - Provides detailed information as needed.
 - Obtains, synthesizes, organizes and presents information as needed.
 - Expresses and qualifies opinions, feelings and doubts.
 - Clarifies issues of discussions.
 - Helps brainstorm or reach a consensus, decision and solution to a problem.
 - Sums up consensus, decision and solution reached or not reached.
 - Adjusts language for clarity and uses appropriate non-verbal cues and signals.
 - Inquires about and discusses implications and consequences.
 - Comments on perceived strengths, gaps and weaknesses in concepts.
- Give expository or argumentative presentations at symposia or conferences to explain complex concepts on known (through areas of expertise) or researched non-personal, abstract topics.
[Length of presentation is dictated by the requirements of the task.]
 - States the thesis and proposition, and develops a logical line of argumentation.
 - Organizes, supports, sequences and connects complex information and ideas.
 - Explains by using details, scenarios, statistics, reasons, causes and effects, statistics, testimonies, illustrations, graphs, etc.
 - Presents pro and con arguments.
 - Demonstrates logical relationships between parts of the discourse.
 - Meets the needs of diverse audiences.
 - Responds to comments, questions and objections; adds information and elaborates.
 - Demonstrates very good control, flexibility and a range of linguistic forms.
 - Demonstrates strengths and limitations typical of Speaking Benchmark 11, as listed in the Profile of Ability.

Sample Tasks

As a supervisor, discuss an employee's achievements in a formal performance evaluation with the employee.

In a seminar or symposium, present detailed arguments for or against Senate reform.

Give a presentation at a symposium or conference, such as a community-organized alternative G20 economic conference.

Oppose or support a business decision, such as laying off or hiring more staff, or cutting or raising pay.