



## Profile of Ability

### The speaker can:

Communicate with confidence in demanding or challenging non-routine work, educational and social situations, and present information about complex, abstract, general and specialized 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 most demanding contexts
- A wide range of concrete, abstract and idiomatic language used appropriately, accurately and flexibly, including figures of speech and cultural references
- Excellent control over an expanded variety of complex grammar structures
- Grammar, vocabulary and pronunciation do not impede communication
- Adapts language and adjusts speaking style and register to suit a wide range of different contexts, audiences, genres and purposes

## I. Interacting with Others

- Manage a broad range of personal and business interactions, in both formal and informal situations, to appropriately and effectively negotiate needs, feelings and attitudes (such as recognition, validation, acknowledgement and conflict).

[Situation may be public; 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 welcome, acknowledge or encourage individuals or groups.
- Uses appropriate intonation, pitch, volume, tone of voice and non-verbal behaviours for greater impact.
- Facilitate or chair formal meetings, discussions, symposia or debates for a variety of groups.  
[Topics may be abstract or conceptual.]
  - Calls meetings to order, handles motions and voting, and adjourns meetings (i.e., for formal meetings).
  - Manages speakers' turns.
  - Motivates others to contribute.
  - Diffuses conflicts by reframing negative statements.
  - Establishes a climate of collaboration.
  - Repairs communication problems.
  - Demonstrates strengths and limitations typical of Speaking Benchmark 12, as listed in the Profile of Ability.

### Sample Tasks

Welcome a plenary speaker at a conference. Provide details about the speaker's accomplishments.

Acknowledge someone's achievements at a formal retirement or volunteer recognition party.

Chair a formal meeting (such as an annual general meeting or a board meeting) using parliamentary procedures. Call the meeting to order, follow proper voting procedures, and adjourn the meeting.

## II. Giving Instructions

- Give complex instructions on technical and non-technical tasks, procedures and processes in most demanding situations.
  - Gives detailed information to carry out instructions.
  - Uses accurate language forms and structures to convey details and the sequence of steps.
  - Checks to confirm understanding.
  - Demonstrates strengths and limitations typical of Speaking Benchmark 12, as listed in the Profile of Ability.

### Sample Tasks

Give complex instructions to employees or colleagues on how to perform a highly technical procedure.

Give extended and complex instructions in own area of expertise for completing a highly complex lab experiment.

Give detailed instructions on how to play a complex game (such as chess or bridge), or how to do a complex dance/exercise routine.