



# Speaking – Benchmark 12

## III. Getting Things Done

- Negotiate detailed contracts or agreements.
- Manage and mediate conflicts or disputes.  
[Communication may be related to high-stakes situations where clarity and diplomacy have an impact on the outcome.]
  - Provides required details.
  - Uses persuasive techniques to obtain agreement or acceptance for ideas.
  - Mediates conflicts in a variety of situations to get things done.
  - Uses appropriate verbal and non-verbal communication strategies to negotiate agreements or mediate conflicts.
  - Demonstrates strengths and limitations typical of Speaking Benchmark 12, as listed in the Profile of Ability.

### Sample Tasks

Mediate and help resolve a conflict about unfair treatment between a student and a professor.

Negotiate a concession with management in a labour relations meeting.

Mediate a child custody dispute.

Manage or mediate a conflict or dispute with multiple stakeholders, such as a dispute over public land use.

## IV. Sharing Information

- Ask for, give and discuss detailed complex information to advise, counsel or collaborate on complex projects.
  - Provides detailed information as needed.
  - Obtains, synthesizes, organizes and presents information as needed.
  - Elicits information, views and opinions.
  - Communicates, discusses and clarifies complex ideas.
  - Comments on perceived strengths, gaps and weaknesses in concepts.
  - Helps brainstorm or reach a consensus, decision and solution to a problem.
  - Adjusts language for clarity and uses appropriate non-verbal cues and signals.
  - Motivates others to contribute or collaborate.
- Give lecture-style presentations to explain and hypothesize about causal or logical relationships, or to evaluate and critique demands, recommendations or appeals.  
[Length of presentation is dictated by the requirements of the task.]
  - States the thesis or proposition, and develops a logical line or argumentation.
  - Uses appropriate expository discourse; makes explicit the logical relationships between parts of the discourse.
  - Meets the needs of diverse audiences.
  - Responds to comments, questions and objections; adds information and elaborates.
  - Explores causal and logical relationships between facts, phenomena and events; explores pro and con arguments, hypothesizes and draws conclusions.
  - Presents an evaluation, critique, recommendation or appeal.
  - Demonstrates excellent control, flexibility and range of linguistic forms.
  - Demonstrates strengths and limitations typical of Speaking Benchmark 12, as listed in the Profile of Ability.

### Sample Tasks

Counsel and support an individual in a personal, academic or work-related crisis.

Facilitate a group meeting to design or create a complex project.

Give a presentation to analyze, compare and evaluate a literary work.

Present a thesis defence to a review panel, provide data and details to support research, and respond to questions and challenges.

Present a convincing and persuasive closing summary to a jury, reminding them of the facts in the case and of their responsibility to ensure that justice is carried out.