

Skills Table

CLB Listening – ES Oral Communication

CLB Listening Benchmark 1	CLB Listening Benchmark 2	CLB Listening Benchmark 3	CLB Listening Benchmark 4	CLB Listening Benchmark 5	ES Oral Communication Level I
Abilities and conditions					Abilities and conditions
<ul style="list-style-type: none"> Understand a very limited number of common words and simple phrases on everyday topics in predictable and strongly supportive contexts with extensive assistance, speech is very clear at a slow rate 	<ul style="list-style-type: none"> Understand a limited number of words, simple phrases, and short sentences on personal topics when context strongly supports the discourse, considerable assistance is available, speech is clear at slow or slow to normal rate 	<ul style="list-style-type: none"> Understand key words, formulaic phrases and short sentences on topics of immediate personal relevance when context supports the discourse, frequent assistance is available, and speech is clear at slow to normal rate 	<ul style="list-style-type: none"> Follow with considerable effort simple discourse on topics of immediate personal relevance when speech is clear and at slow to normal rate, repetition occurs as needed 	<ul style="list-style-type: none"> Follow very broadly and with some effort the gist of oral discourse in moderately demanding contexts on everyday personally relevant topics when speech is slow to normal, and repetition occurs as needed 	<ul style="list-style-type: none"> Limited communication in basic workplace interaction on familiar topics when speaker is singular or clearly defined, context is highly predictable, and exchanges are brief
Skill-building Tasks					Typical Tasks
<ul style="list-style-type: none"> Identify greetings and goodwill expressions in a short exchange between two speakers Listen to a short simple conversation and identify expressions used to attract attention, seek clarification Respond with words or short phrases to social requests (Please tell me your name. What is your phone number? Repeat, please.) 	<ul style="list-style-type: none"> Identify basic courtesy formulas, communication problems in a short exchange between two speakers Listen to a simple conversation between a worker and a supervisor and identify basic personal information 	<ul style="list-style-type: none"> Identify verbal and non-verbal elements and styles of greetings, leave-taking and introduction Distinguish formal and casual registers of courtesy formulas and determine their appropriateness Identify expressions used to ask for and grant permission, advise of danger, ask for, offer, and accept assistance Relate courtesy formulas and introductions to social and situational context 	<ul style="list-style-type: none"> Inquire about a person's job and grasp the gist of their reply Inquire about a product or service, note information about characteristics and availability 	<ul style="list-style-type: none"> Identify the main idea and important details in advice or a suggestion for improving a business or service Identify factual details and implied meanings in a dialogue that involves an invitation to a promotional event 	<ul style="list-style-type: none"> Participate in routine meetings Co-ordinate work with others Make daily inquiries Seek clarification from suppliers or manufacturers on availability and characteristics of products Comprehend and respond to greetings and questions about a business or product Obtain needed information Comprehend opinions regarding procedures, products, and materials to purchase



Skills Table

CLB Listening – ES Oral Communication *continued*

CLB Listening Benchmark 1	CLB Listening Benchmark 2	CLB Listening Benchmark 3	CLB Listening Benchmark 4	CLB Listening Benchmark 5	ES Oral Communication Level I
Skill-building Tasks					Typical Tasks
<ul style="list-style-type: none"> Identify numbers, time, dates and a few basic facts in a brief spoken monologue about a person 	<ul style="list-style-type: none"> Identify specific details, numbers, time references, places, key words in a short interview between a student and a teacher or a patient and a medical receptionist 	<ul style="list-style-type: none"> Listen to a description of a workplace object and match the description to a picture Listen to a person describing a work routine and check off tasks on a list 	<ul style="list-style-type: none"> Identify factual meaning in an announcement or commercial Take a simple phone message Comprehend factual details and some implied meaning in a story about getting an appliance repaired, arranging travel, etc. 	<ul style="list-style-type: none"> Take a simple phone message for a colleague or supervisor Listen to a commercial, identify the product, the main selling point, and some implied meaning Identify specific factual details and implied meaning in a short business phone call Listen to an automated phone recording that describes a business or service 	<ul style="list-style-type: none"> Listen on a two-way radio Take a routine message Receive assignments, updates, priorities from supervisors
<ul style="list-style-type: none"> Follow simple instructions that depend on gestures and other contextual clues Follow a range of positive and negative commands using words or through physical response (Please come in. Don't sit down. Please give me the pen. Repeat, please.) 	<ul style="list-style-type: none"> Follow a simple safety warning given in the form of a command Identify a range of expressions used for requests and warnings Follow an expanded range of one-sentence commands and requests through physical response (Please show me some ID. Please sign your name here. You can put your coat on the chair.) 	<ul style="list-style-type: none"> Take an order and fill in weights, measures, amounts, sizes on a simple chart Locate items in various warehouse sections according to instructions 	<ul style="list-style-type: none"> Listen to instructions to locate items on a workplace diagram Based on a set of instructions, correct the order of steps in a simple work process or procedure Follow directions to walk to a room in your building Based on instructions, locate a business on a simple city map 	<ul style="list-style-type: none"> Listen to a supervisor outlining the work schedule for this week and fill in a timetable based on the supervisor's instructions Follow oral instructions on how to use a computer 	<ul style="list-style-type: none"> Receive instructions from managers and supervisors Take orders for food or drinks Respond to simple warnings Comprehend an announcement to follow an emergency protocol