

## Skills Table

### CLB Speaking – ES Oral Communication

CLB Speaking Benchmark 1	CLB Speaking Benchmark 2	CLB Speaking Benchmark 3	CLB Speaking Benchmark 4	CLB Speaking Benchmark 5	ES Oral Communication Level 1
<b>Abilities and conditions</b>					<b>Abilities and conditions</b>
<ul style="list-style-type: none"> <li>Speak very little, mostly in isolated words or phrases, using gestures, with frequent assistance, encouragement, and guidance</li> </ul>	<ul style="list-style-type: none"> <li>Communicate some immediate and personal needs, in a very limited way, in highly familiar situations, with frequent assistance and guidance</li> </ul>	<ul style="list-style-type: none"> <li>Communicate basic needs and personal experience with some difficulty, on everyday topics, with a highly supportive listener</li> </ul>	<ul style="list-style-type: none"> <li>Take part in short routine conversations about needs and familiar topics of personal relevance, with a supportive listener</li> </ul>	<ul style="list-style-type: none"> <li>Participate with some effort in casual social conversations, on concrete familiar topics, in clear and predictable routine contexts</li> </ul>	<ul style="list-style-type: none"> <li>Take part in limited basic workplace communication with one person at a time, in highly predictable, common, familiar situations and settings</li> </ul>
<b>Skill-building Tasks</b>					<b>Typical Tasks</b>
<ul style="list-style-type: none"> <li>Respond to a familiar greeting</li> <li>Introduce yourself</li> <li>Ask for repetition</li> <li>Ask a colleague for assistance</li> <li>Make a brief apology</li> <li>Ask for and give the time</li> </ul>	<ul style="list-style-type: none"> <li>Use simple courtesy formulas to greet someone known or unknown</li> <li>Respond to an introduction</li> <li>Request clarification or speech modification</li> <li>Spell name and address</li> </ul>	<ul style="list-style-type: none"> <li>Ask to borrow supplies or tools from a co-worker</li> <li>Politely interrupt a conversation</li> <li>Request urgent assistance</li> <li>Introduce yourself and ask about the other person</li> <li>Ask for an explanation</li> </ul>	<ul style="list-style-type: none"> <li>Introduce a person to 1 or 2 individuals</li> <li>Communicate to accept or reject goods or services</li> <li>Ask questions about price, availability, location, appearance, function</li> <li>Leave a simple voice mail</li> </ul>	<ul style="list-style-type: none"> <li>Request permission to leave early or to take time off</li> <li>Answer the telephone, determine the purpose, provide information or direct the call</li> </ul>	<ul style="list-style-type: none"> <li>Greet a customer or co-worker</li> <li>Clarify an invoice amount</li> <li>Announce a safety procedure</li> <li>Respond to daily inquiries</li> <li>Leave a short routine message</li> </ul>
<ul style="list-style-type: none"> <li>Ask simple questions about a person's needs and wants</li> <li>Give simple basic personal information in response to direct questions by an encouraging and helpful facilitator in a safe and highly supportive role-play</li> <li>Ask simple questions to obtain basic personal identification information</li> </ul>	<ul style="list-style-type: none"> <li>Answer basic personal questions in a very short interview guided by a friendly facilitator in a safe and supportive role-play setting</li> <li>Report a lost object</li> <li>Talk about what you like</li> </ul>	<ul style="list-style-type: none"> <li>Tell a colleague about your job or your daily routine</li> <li>Tell a story about personal experience</li> <li>Talk about your family</li> <li>Talk about a hobby or interest</li> </ul>	<ul style="list-style-type: none"> <li>Open, develop and close a small-talk conversation</li> <li>Tell which job or work tasks you prefer and why</li> <li>Tell about plans for your future career</li> </ul>	<ul style="list-style-type: none"> <li>Obtain information to get the best product</li> <li>Express concern about a problem with a co-worker</li> <li>Give simple advice</li> <li>Participate in a discussion about a familiar topic</li> </ul>	<ul style="list-style-type: none"> <li>Communicate with customers by phone to sell items and services</li> <li>Obtain a quote for services</li> <li>Attend a routine meeting</li> <li>Exchange product information</li> <li>Interact with co-workers</li> </ul>



## Skills Table

### CLB Speaking – ES Oral Communication *continued*

CLB Speaking Benchmark 1	CLB Speaking Benchmark 2	CLB Speaking Benchmark 3	CLB Speaking Benchmark 4	CLB Speaking Benchmark 5	ES Oral Communication Level 1
<b>Skill-building Tasks</b>					<b>Typical Tasks</b>
<ul style="list-style-type: none"> <li>■ Order a cafeteria beverage in a short polite phrase</li> <li>■ Give a simple imperative direction or 3-word instruction</li> </ul>	<ul style="list-style-type: none"> <li>■ Give a simple command, instruction, or warning</li> <li>■ Place a lunch order</li> </ul>	<ul style="list-style-type: none"> <li>■ Report danger and provide a few details</li> <li>■ Give a short set of directions to someone who is new to the building</li> </ul>	<ul style="list-style-type: none"> <li>■ Give and respond to workplace cautions and warnings</li> <li>■ Tell someone where to find a place or an object</li> <li>■ Give instructions on how to use a familiar piece of equipment such as a fax or copy machine</li> </ul>	<ul style="list-style-type: none"> <li>■ Give clear directions to your place of business</li> <li>■ Give extended sequential directions on a work task</li> <li>■ Use a diagram to direct a person to a location in your building</li> </ul>	<ul style="list-style-type: none"> <li>■ Give a short direction related to safety</li> <li>■ Give brief instructions to an operator</li> <li>■ Place an order for supplies</li> <li>■ Delegate work to others</li> <li>■ Tell how to install a part</li> </ul>
<ul style="list-style-type: none"> <li>■ There is no category for Descriptions and Explanations (yellow) for CLB 1 due to the complexity of the language required to describe and explain.</li> </ul>	<ul style="list-style-type: none"> <li>■ Give a basic description of a familiar workplace object</li> <li>■ Describe the size, colour and quantity of goods or items</li> </ul>	<ul style="list-style-type: none"> <li>■ Describe a person you know</li> <li>■ Describe your room or office</li> <li>■ Describe the building where you work</li> </ul>	<ul style="list-style-type: none"> <li>■ Relate a coherent narrative about an everyday activity</li> <li>■ Say why you are not satisfied with a product or service</li> </ul>	<ul style="list-style-type: none"> <li>■ Describe a workplace activity</li> <li>■ Report a workplace accident, event or incident</li> <li>■ Describe a familiar scene</li> <li>■ Report routine activities including explanations and examples</li> </ul>	<ul style="list-style-type: none"> <li>■ Describe a work task or procedure</li> <li>■ Describe a piece of equipment and tell how it is assembled</li> </ul>