



Communication [Listening]

SFS Entry Level

CLB 1

☐ I can... understand very simple greetings and introductions.



☐ I can... follow very short, simple instructions.



☐ I can... understand very simple requests.



☐ I can... understand very simple information.





Communication [Listening]

SFS Entry Level

CLB 2

☐ I can... understand greetings, introductions, and some simple questions.



☐ I can... follow some simple instructions and directions.



☐ I can... understand some simple requests and warnings.



☐ I can... understand some simple information.





Communication [Listening]

SFS Entry Level

CLB 3

- ☐ **I can... understand simple everyday conversations following greetings.**

For example...

- ☐ Understand a co-worker's greeting, "Hi there! How was your weekend?".

- ☐ **I can... follow some common instructions and directions.**

For example...

- ☐ Follow spoken directions to a department or floor of a building.

- ☐ **I can... understand common requests and respond to warnings.**

For example...

- ☐ Understand a co-worker's request to switch a shift.

- ☐ **I can... understand simple and specific information.**

For example...

- ☐ Understand the important information from a simple announcement about a company event.





Communication [Listening]

SFS Entry Level

CLB 4

- ☐ **I can... understand simple everyday conversation with greetings and farewells.**

For example...

- ☐ Listen to and understand simple, casual small talk at work.

- ☐ **I can... follow some common instructions and directions to accomplish a familiar work task.**

For example...

- ☐ Follow instructions from a co-worker for making a photocopy.

- ☐ **I can... understand important common requests.**

For example...

- ☐ Understand a request from a manager to change a meeting date.

- ☐ **I can... understand short descriptions to make a decision.**

For example...

- ☐ Understand a short description of a training session to decide whether to go.



Communication [Listening]

SFS Intermediate Level

CLB 5

- ☐ **I can... understand and react in everyday conversations.**

For example...

- ☐ React appropriately to small talk at work.

- ☐ **I can... follow some instructions and directions for familiar procedures.**

For example...

- ☐ Follow instructions on how to use a piece of machinery.

- ☐ **I can... understand convincing communication and react.**

For example...

- ☐ Listen to two suppliers describe goods and choose between them.

- ☐ **I can... understand some information and informal presentations.**

For example...

- ☐ Understand a short work debrief supported with a visual presentation.





Communication [Listening]

SFS Intermediate Level

CLB 6

- ☐ **I can... understand and actively participate in everyday conversation on broader subjects.**

For example...

- ☐ Be a member of a group planning a team social event.

- ☐ **I can... follow several instructions and directions for technical and non-technical tasks.**

For example...

- ☐ View a short awareness video of performing CPR and demonstrate performing CPR to the instructor.

- ☐ **I can... understand convincing communication and react appropriately.**

For example...

- ☐ Listen and respond to a supplier promoting a new product.

- ☐ **I can... understand short discussions and informal presentations and recognize opinions.**

For example...

- ☐ Listen to the team discussing conferencing options to inform a decision.



Communication [Listening]

SFS Intermediate Level

CLB 7

- ☐ **I can... understand and spontaneously participate in everyday conversation on work-related subjects, including nuances.**

For example...

- ☐ Listen to a discussion among co-workers about a new policy and understand the attitudes of the speakers.

- ☐ **I can... follow instructions and directions for technical and non-technical tasks.**

For example...

- ☐ After an instructional safety presentation, demonstrate how to handle a new dangerous material.

- ☐ **I can... understand persuasive communication and requests.**

For example...

- ☐ Listen to a supplier explain a delivery delay and why they should get an extension.

- ☐ **I can... understand short discussions and informal presentations and recognize opinions and suggestions.**

For example...

- ☐ Listen to a work status update from a co-worker during a shift change.



Communication [Listening]

SFS Intermediate Level

CLB 8

- ☐ **I can... understand everyday conversations on broader subjects.**

For example...

- ☐ Understand a co-worker talking about a colleague who suddenly left the company.

- ☐ **I can... follow long, detailed instructions and directions for technical and non-technical tasks.**

For example...

- ☐ Follow instructions from a help line or a video tutorial to fix a problem with equipment.

- ☐ **I can... understand recommendations and possible solutions to problems.**

For example...

- ☐ Listen to a colleague explain why something should be done in a certain way and act on it.

- ☐ **I can... understand and follow short discussions and informal or semi-formal presentations about complex ideas.**

For example...

- ☐ Listen to a voicemail message from a dissatisfied client to understand concerns.





Communication [Listening]

SFS Advanced Level

CLB 9

- ☐ **I can... understand implied meanings and react.**

For example...

- ☐ Follow a dialogue between your coworkers when the topic is unfamiliar.

- ☐ **I can... follow long, multistep directions and instructions for familiar procedures.**

For example...

- ☐ Follow detailed instructions to install a piece of equipment.

- ☐ **I can... understand persuasive communication on significant decisions.**

For example...

- ☐ Listen to co-workers discuss how to address job vacancies during a meeting, and identify opinions, strengths, and limitations.

- ☐ **I can... understand extended discussions between several parties.**

For example...

- ☐ Listen to detailed instructions and requests for information from police, fire departments and medical staff during a workplace incident.





Communication [Listening]

SFS Advanced Level

CLB 10

- ☐ **I can... understand abstract conversations, speakers' attitudes, motivations, and intentions.**

For example...

- ☐ Listen to a new colleague discuss their view on a proposal to determine if there is a better way to approach the project.

- ☐ **I can... follow long, multistep directions and instructions for less familiar procedures in demanding situations.**

For example...

- ☐ Listen to detailed descriptions of multiple equipment failures over time to identify the root cause and possible solutions.

- ☐ **I can... analyze persuasive communications to inform decisions.**

For example...

- ☐ Listen to and evaluate a presentation delivered by a potential consultant outlining how to solve a procedural issue.

- ☐ **I can... understand extended discussions between several parties involving arguments and understand longer presentations in unpredictable settings.**

For example...

- ☐ Understand the discussions of a hiring committee.



Communication [Listening]

SFS Advanced Level

CLB 11

- ☐ **I can... understand unfamiliar conversations and speakers' intentions to resolve conflicts or find solutions.**

For example...

- ☐ Listen to a co-worker recount a conflict with a manager and identify the attitudes and actions that contributed to the conflict.

- ☐ **I can... follow long, multistep directions and instructions in urgent situations.**

For example...

- ☐ Understand extensive directions to an unfamiliar location in an emergency response situation.

- ☐ **I can... understand persuasive communication and its subtleties to influence decisions.**

For example...

- ☐ Listen to a variety of professionals giving assessments of a proposed large-scale equipment purchase, including a cost-benefit analysis and projected impacts on the workforce.

- ☐ **I can... understand specialized discussions between several parties and follow complex and detailed presentations.**

For example...

- ☐ Analyze focus group responses to understand views on a complex social issue.





Communication [Listening]

SFS Advanced Level

CLB 12

- ☐ **I can... understand the views of participants in abstract conversations which include subtleties and nuances.**

For example...

- ☐ Listen to a debate about using AI in the workplace to understand others' perspectives.

- ☐ **I can... follow complex instructions in a broad range of situations.**

For example...

- ☐ Listen to and critically evaluate the organization and delivery of a workplace training program to make suggestions for improvement.

- ☐ **I can... understand persuasive communication and its subtleties in a broad range of situations.**

For example...

- ☐ Attend a public consultation to understand citizens' views on a contentious matter.

- ☐ **I can... understand and assess specialized discussions between several parties and comprehend and assess complex and detailed presentations.**

For example...

- ☐ Listen to a workplace mediator and the testimony of two parties to understand how they could come to a mutually acceptable agreement.

