



Communication [Speaking]

SFS Entry Level

CLB 1

☐ I can... say simple greetings.



☐ I can... give very short instructions.



☐ I can... make very simple requests.



☐ I can... ask and answer simple questions about myself.





Communication [Speaking]

SFS Entry Level

CLB 2

☐ I can... say and respond to simple greetings.



☐ I can... give short, simple instructions.



☐ I can... make simple requests or give simple warnings.



☐ I can... give and ask for basic personal information.





Communication [Speaking]

SFS Entry Level

CLB 3

- ☐ **I can... have very short, simple everyday conversations.**

For example...

- ☐ Greet a customer and exchange greetings, "Hello. How are you?"

- ☐ **I can... give simple instructions with a few steps.**

For example...

- ☐ Give simple instructions to a new co-worker, "To use the bathroom, you need the key. The key is by the door."

- ☐ **I can... make and respond to simple polite requests and give short warnings and apologies.**

For example...

- ☐ Ask a supervisor for permission to leave early, "Can I leave early today, please?"

- ☐ **I can... ask for and give simple information in a few short sentences.**

For example...

- ☐ Describe a routine task at work.



Communication [Speaking]

SFS Entry Level

CLB 4

- ☐ **I can... have short, everyday conversations with greetings and farewells and talk briefly on the phone.**

For example...

- ☐ Leave a simple voicemail message for a supervisor to let them know of a late arrival.

- ☐ **I can... give simple instructions with several steps.**

For example...

- ☐ Give instructions on how to clean a piece of equipment.

- ☐ **I can... communicate simple information about needs and feelings.**

For example...

- ☐ Tell a co-worker when I need a task completed.

- ☐ **I can... describe situations using a few sentences.**

For example...

- ☐ Tell my supervisor the tasks I completed today.



Communication [Speaking]

SFS Intermediate Level

CLB 5

- ☐ **I can... participate in everyday conversations and in phone calls.**

For example...

- ☐ Call a co-worker on the phone and invite them for lunch.

- ☐ **I can... give specific multistep instructions or directions for an activity.**

For example...

- ☐ Place an order for goods with a supplier and discuss the different steps involved.

- ☐ **I can... make and respond to requests and participate in small group discussions or meetings.**

For example...

- ☐ Make a simple suggestion to a supervisor for how to improve sales on days of the week when business is slower.

- ☐ **I can... communicate details about everyday activities and give short presentations on a subject.**

For example...

- ☐ Describe a typical workday to a new colleague.



Communication [Speaking]

SFS Intermediate Level

CLB 6

- ☐ **I can... participate in routine social conversations and phone calls.**

For example...

- ☐ Make a call to a customer to request an appointment.

- ☐ **I can... give specific multistep instructions or directions for a complex activity.**

For example...

- ☐ Provide details to co-workers to coordinate the use of equipment.

- ☐ **I can... make and respond to somewhat formal suggestions and indirect requests.**

For example...

- ☐ Decline an invitation to a team-building social activity and provide a reason for refusing.

- ☐ **I can... give a detailed presentation about a complex subject and respond to questions about it.**

For example...

- ☐ Give a detailed presentation on workplace safety and ask colleagues for input.



Communication [Speaking]

SFS Intermediate Level

CLB 7

- ☐ **I can... participate in less routine and more spontaneous social conversations and phone calls.**

For example...

- ☐ Make small talk about an upcoming corporate event to see whether a co-worker is going to take part.

- ☐ **I can... provide detailed instructions and directions for some technical and non-technical tasks, procedures, and processes.**

For example...

- ☐ Give instructions to a new co-worker on options available if a customer wants to return a product.

- ☐ **I can... give detailed warnings, suggestions, recommendations, or advice.**

For example...

- ☐ Speak to a supervisor about problems with a work schedule and provide suggestions.

- ☐ **I can... provide detailed information in one-on-one and small group discussions.**

For example...

- ☐ In a team meeting, compare and contrast the advantages and disadvantages of two workplace procedures.



Communication [Speaking]

SFS Intermediate Level

CLB 8

- ☐ **I can... participate in spontaneous and more formal conversations and make short business phone calls.**

For example...

- ☐ Reassure a customer that their order will arrive on time and provide details.

- ☐ **I can... provide detailed instructions and directions for a broad range of technical and non-technical tasks, procedures, and processes.**

For example...

- ☐ Give instructions to a colleague on a complex work procedure and respond to questions.

- ☐ **I can... recommend solutions to problems in familiar areas.**

For example...

- ☐ Mentor a junior team member by offering constructive criticism on how to solve a problem.

- ☐ **I can... express concerns, support and present solutions in small group discussions.**

For example...

- ☐ Participate in a weekly staff meeting and provide opinions and priorities.



Communication [Speaking]

SFS Advanced Level

CLB 9

- ☐ **I can... contribute to and facilitate interactions while considering the requirements, feelings, and attitudes of others.**

For example...

- ☐ Co-facilitate a staff meeting, clarifying information as needed, and ensuring that everyone has an opportunity to contribute.

- ☐ **I can... provide complex instructions for some technical and non-technical tasks and procedures.**

For example...

- ☐ Give detailed instructions to a client over the phone to resolve a technical issue

- ☐ **I can... present formal suggestions to address current concerns or anticipated issues.**

For example...

- ☐ Present staff concerns about potential lay offs to management.

- ☐ **I can... request, provide, and discuss detailed information and opinions in one-on-one or business meetings.**

For example...

- ☐ Make a presentation to co-workers and/or clients to share the results of a survey and provide evidence to support a set of recommendations.



Communication [Speaking]

SFS Advanced Level

CLB 10

- ☐ **I can... facilitate or contribute to discussions or debates in large formal groups and adjust tone and speech to respond to unpredictable situations.**

For example...

- ☐ Keep a workplace discussion on the topic, ensuring everyone has a chance to speak, and clarify information as needed.

- ☐ **I can... provide complex instructions for some technical and non-technical tasks in somewhat demanding situations.**

For example...

- ☐ Deliver training to co-workers on a new highly technical practice or procedure.

- ☐ **I can... communicate with people in authority to approve or reject proposals through persuasive arguments.**

For example...

- ☐ Present the pros and cons of a proposal to management.

- ☐ **I can... request, provide, and discuss detailed information and opinions to solve problems and resolve conflicts.**

For example...

- ☐ Meet with clients to discuss how to solve a conflict which has occurred during a project.





Communication [Speaking]

SFS Advanced Level

CLB 11

- ☐ **I can... facilitate high stress business interactions involving the criticisms and judgment of others.**

For example...

- ☐ Lead a problem-solving session with an interdisciplinary team of professionals who bring diverse perspectives.

- ☐ **I can... provide complex instructions for some technical and non-technical tasks in many demanding situations.**

For example...

- ☐ Give detailed instructions for collecting data for a research assignment that has a newly shortened deadline.

- ☐ **I can... contribute to and actively negotiate detailed contracts or agreements.**

For example...

- ☐ Negotiate a concession with management in a labour relations meeting.

- ☐ **I can... request, provide, and discuss detailed information and opinions to solve complex issues.**

For example...

- ☐ Lead a meeting to discuss the rejection of a budget increase request to plan what steps can be taken to mediate possible risks.





Communication [Speaking]

SFS Advanced Level

CLB 12

- ☐ **I can... recognize and appropriately respond to a variety of situations involving the needs, feelings, and attitudes of others.**

For example...

- ☐ Answer media questions during a live television interview in a situation where responses must be carefully worded to avoid controversy.

- ☐ **I can... provide complex instructions for some technical and non-technical tasks in most demanding situations.**

For example...

- ☐ Give complex instructions to employees or colleagues on how to inform a highly technical procedure.

- ☐ **I can... manage and mediate conflict to encourage clear resolution.**

For example...

- ☐ Mediate a dispute between management and a bargaining unit.

- ☐ **I can... request, provide and discuss detailed information and opinions to advise, counsel, or collaborate on complex projects.**

For example...

- ☐ Counsel an employee about a work-related crisis.