Community Adult Literacy Benchmarks: Oral Communication – Compilation

	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
Comprehend	-understand a variety of commonly used words -recognize the importance of active listening -listen to and retell simple information	-understand some idioms and more developed vocabulary -draw conclusions -retell information that contains some detail	-understand many idioms and relevant specialized vocabulary -listen and evaluate information -listen and identify main idea; list key points	-understand complex vocabulary, figurative language and specialized vocabulary -identify assumptions in oral communications -synthesize information
Generate	-show awareness that spoken language serves different purposes, audiences, and contexts -provide basic personal information -listen and respond in a familiar setting with a familiar audience (e.g., in a class, with family, or with a tutor) -use familiar vocabulary -show awareness of basic oral communication conventions. (e.g., volume, tone, facial expressions, body language)	-understand how spoken language serves different purposes, audiences, and contexts -ask for information in a group setting or from another person -listen, respond and provide information in a less familiar setting, (e.g., at the bank or the grocery store) -use familiar vocabulary, basic grammar, some idioms -use appropriate volume, tone, pace, and eye contact (unless it is not culturally appropriate to do so)	-understand how purpose and audience affect the way that information is selected and organized -communicate to persuade in one-to-one or group settings -listen, respond, and provide information in some unfamiliar situations and unpredictable contexts (e.g., at a child's school) -use specialized vocabulary for specific contexts (e.g., for work or in specific community settings) ⟶	-understand how purpose and audience affect choice of delivery (e.g., dialogue, speech, personal story, PowerPoint) -communicate to advocate for self, family, and friends in one-to-one and group settings -communicate clearly in unfamiliar and/or unpredictable situations -use precise and some figurative language, complex grammatical forms -use appropriate speaking techniques. (e.g., example, effective volume, pitch, tone and gestures)
Interact	-understand that communication is a two-way process -participate by observing and listening in a class, other familiar group setting, or with another person -open and close conversations	-listen to another person's point of view -show increased participation in a group or one to one situations, sometimes asking questions and offering opinions or suggestions -allow others to speak and wait for own turn to speak	-show awareness of diversity (gender, social, cultural differences) and its effect on communication -recognize own biases and values -encourage and assist others to participate in a group, engage in extended conversation with another familiar person, provide opinions and suggestions -encourage others to speak and take on challenges	-analyze the effects of diversity on communication -actively engage in and facilitate group discussion or conversations with one or two others -negotiate with others to resolve conflicts and reach agreement
Monitor	-alert to problems in communication and respond appropriately (e.g., ask speaker to repeat information)	-ask questions to clarify meaning	-paraphrase to clarify meaning	-use advanced paraphrasing and questioning to clarify meaning