Speaking and Listening Competencies for College Students

1. Speaking Competencies*
   a. Chooses and narrows a topic appropriate to the audience and occasion.
   b. Communicates the thesis/specific purpose in a manner appropriate for audience and occasion.
   c. Provides supporting material appropriate to the audience and occasion.
   d. Uses an organizational pattern appropriate to the topic, audience, occasion, and purpose.
   e. Uses language appropriate to the audience and occasion.
   f. Uses vocal variety in rate, pitch, and intensity, to heighten and maintain interest appropriate to the audience and occasion.
   g. Uses pronunciation, grammar, and articulation appropriate to the audience and occasion.
   h. Uses physical behaviors that support the verbal message.

2. Listening Competencies**
   a. Recognizes main ideas.
   b. Identifies supporting details.
   c. Recognizes explicit relationships among ideas.
   d. Recalls basic ideas and details.
   e. Attends with an open mind.
   f. Perceives the speaker's purposes and organization of ideas and information.
   g. Discriminates between statements of fact and statement of opinion.
   h. Distinguishes between emotional and logical arguments.
   i. Detects bias and prejudice.
   j. Recognizes the speaker's attitude.
   k. Synthesizes and evaluate by drawing logical inferences and conclusions.
   l. Recalls the implications and arguments.
   m. Recognizes discrepancies between the speaker's verbal and nonverbal messages.
   n. Employs active listening techniques when appropriate.


**Adapted from the document Speaking and Listening Competencies for College Students, Part One- Expected Student Outcomes for Speaking and Listening: Basic Communication Course and General Education. 1998. National Communication Association.