



YOU ASKED. WE LISTENED.

NEW WORKKEYS® *LISTENING FOR UNDERSTANDING* ASSESSMENT

Effective listening is one solution to dealing with information overload in today's fast-paced workplace.

Measuring listening skills helps you make better decisions about selection and training initiatives. The new *Listening for Understanding* assessment focuses on an individual's ability to follow, understand, and evaluate work-related processes—skills that are essential to reaching full productivity as quickly as possible. The new assessment also helps trainers and mentors tailor their coaching and development activities to accelerate on-the-job and formal learning.

Listening skills contribute to learning, job performance, and personal career development. Selecting employees based on their listening skills or developing employees' listening skills with training helps companies minimize miscommunication and improve efficiency. New features offered by WorkKeys *Listening for Understanding* make these skills even easier to identify and measure. Designed specifically for computerized delivery, the test does not require handwritten responses or supplementary media. The entire assessment is administered as one seamless package.

LEARN MORE AT act.org/workkeys/assess/understand OR CALL 800/967-5539.

LISTENING FOR UNDERSTANDING

NUMBER OF ITEMS: 28

TEST LENGTH: 45 minutes
(WorkKeys Internet Version Only)

NOTES: Uses audio. Proctor must make sure that each workstation's volume control is not set to mute. Headphones required (headphones with inline adjustable volume control preferred).

VIEW DEMO:
act.org/workkeys/assess/understand

WHAT LISTENING FOR UNDERSTANDING MEASURES

Levels of difficulty range from Level 1, which reflects the lowest level of skill, to Level 5. Each incorporates the skills assessed at preceding levels: Level 5 scores reflect skills assessed at Levels 1-5.

The lowest levels require examinees to correctly respond to questions about spoken information presented directly using short, simple sentences. Higher levels feature spoken information that is longer, more complex, and often indirectly stated. At Level 1, information is typically presented by one speaker; Levels 4-5 typically include information presented by two speakers.



LEVEL 1

- Identify main ideas or main details that are explicitly stated.
- Understand a simple instruction.

LEVEL 2

- Recognize straightforward, concrete statements and answer questions about directly stated main points and details.
- Understand straightforward instructions presented in multiple steps.
- Determine the meaning of one or two words based on context.
- Understand basic sequence and time relationships.

LEVEL 3

- Identify directly stated main points and details provided in moderately complex spoken information in which the context is somewhat clear and direct but the information might be unfamiliar.
- Understand complex multiple-step instructions that might contain conditional terms that are not absolute.
- Determine the meaning of a few words based on context clues.
- Determine sequence and time relationships from words with meanings that may not be obvious.
- Make simple inferences about the setting and/or the topic of conversation.

LEVEL 4

- Identify main points that are directly stated but might be difficult to identify within complex spoken information.
- Determine the meaning of some words, including jargon, using context clues provided within complex spoken information.
- Make inferences related to information that may not be directly stated and/or fully explained.
- Understand reason or cause and effect from context clues.

LEVEL 5

- Identify relevant details that are not directly stated, including those that might be difficult to identify within complex spoken information.
- Derive the meaning of certain words, including jargon, from complex spoken information that contains minimal or no context clues.
- Make inferences about very complex and abstract information, e.g., principles, policies, generalizations.
- Understand reason or cause and effect using minimal context clues.



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