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| **Cognitive Question Definitions:** |
| **Problem Solving** – What happens when workers are faced with a new or situation which requires them to think for a while about what to do next. How often is the worker responsible for solving problems that take more than 5 minutes to think of a good solution? |
| **People Skills** – The ability to listen, communicate, and relate to others.**Basic** – Workers are often alone, or usually are only expected to engage in simple, brief work-related communication and to treat others with respect. |
| **Crowds** – A situation in which a lot of unfamiliar people are present considering the space available, movement is restricted, and a certain level of disorganization is present. |
| **Pause Control (Ability to step away)** – The employee has the ability to step away from their work area easily outside of scheduled breaks.  |
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