

## Cognitive Question Definitions:

**Problem Solving** – What happens when workers are faced with a new or difficult 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 often work 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)** – Workers have the ability to step away from their work area easily outside of scheduled breaks.