Cognitive Showcard
Occupational Requirement Survey (ORS)

Cognitive elements measure selected mental abilities needed to perform critical tasks. For each of the selected jobs, the ORS captures cognitive demands on the following elements:

Work Schedule Variability

Changes in a worker's job schedule from week to week.
- ✓ Include required early arrivals and dismissal and seasonal changes.
- ✓ Exclude schedule changes under the worker's control or worker choice of start and stop time.

Verbal Interactions

How often workers must begin verbally interacting with others while performing critical tasks. Verbal interaction includes the ability to participate in exchanges that include both speaking and listening components: the ability to determine what to say in order to speak and the ability to listen in order to respond appropriately to others.
- ✓ Include in-person, telephone, video conferencing, or any other real-time interaction.
- ✕ Exclude interactions that are not work-related.

Internal Contacts – Co-workers and supervisors; Any person employed by the same organization/company/establishment as the worker, regardless of whether the individual is familiar or unfamiliar to the worker.

External Contacts – General public, customers, vendors, students, contractors, or delivery people; Any individual not employed by the same organization/company/establishment as the worker.

People Skills

The ability to listen, communicate, and relate to others. For basic people skills, workers often work alone, or usually are only expected to engage in simple, brief work-related communication and to treat others with respect.

Cognitive Frequency Response Options
Cognitive and mental demands are captured based on the following frequencies:
- ♦ Every few minutes
- ♦ At least once per hour
- ♦ At least once per day
- ♦ At least once per week
- ♦ Less than once per week, including never

Public Work Area

Work setting or environment where people who do not work for the same organization/company/establishment as the worker can physically approach or communicate with the worker.
- ✓ Include general public, customers, vendors, students, contractors, or delivery people; Any individual not employed by the worker's organization/company/establishment.
- ✕ Exclude telephone, videoconferencing, texting, or email contact.

Pause Control (Ability to step away)

Workers have the ability to step away from their work area easily outside of scheduled breaks.

Crowds

A situation in which many unfamiliar people are present considering the space available, movement is restricted, and a certain level of disorganization is present.