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ADULTS' PROBLEM-SOLVING SKILLS ENHANCEMENT STRATEGIES ENABLING TO IMPROVE PERSONAL RESILIENCE

Cognitive process

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Cognitive *process*:

I Sensual level

II Generalized level (only for humans)

1. Senses

2. Perceptions

3. Attention

4. Memory

5. Thinking

6. Imagination

7. The speech



Check

1. Senses

- The result of interaction between human (senses) and the external world

Interoceptive

Organic

- Comes from the stomach, heart,
- Feeling that you become ill (pain)

Proprioceptive

Non-traditional sense
Body position in the room

- Balance and acceleration
- Temperature
- Proprioception

Eksteroceptive

Traditional senses
From the outer world

Distance senses:

Contact senses:



Taste



Touch



Sight



Hearing



Smell

2. Perception

- represents the case as a single whole

Perception - is the organization, identification, and interpretation of sensory information in order to represent and understand the presented information

Time perception

1. Physical time
2. Biological time
3. Subjective Psychic Times

Perception of space

The awareness of the **position, size, form, distance**, and direction of an object, or of oneself

Motion perception

Motion perception is the process of **inferring the speed and direction** of elements in a scene based on visual, vestibular and proprioceptive inputs.

3. Attention

- *the ability to keep the mind on something;*
- *the ability to concentrate*

Accidental attention

Calls - external irritants

Is unsustainable - *does not use willpower*

Intentional attention

Calls - target
(own or other)

Keep attention
- the effort of will

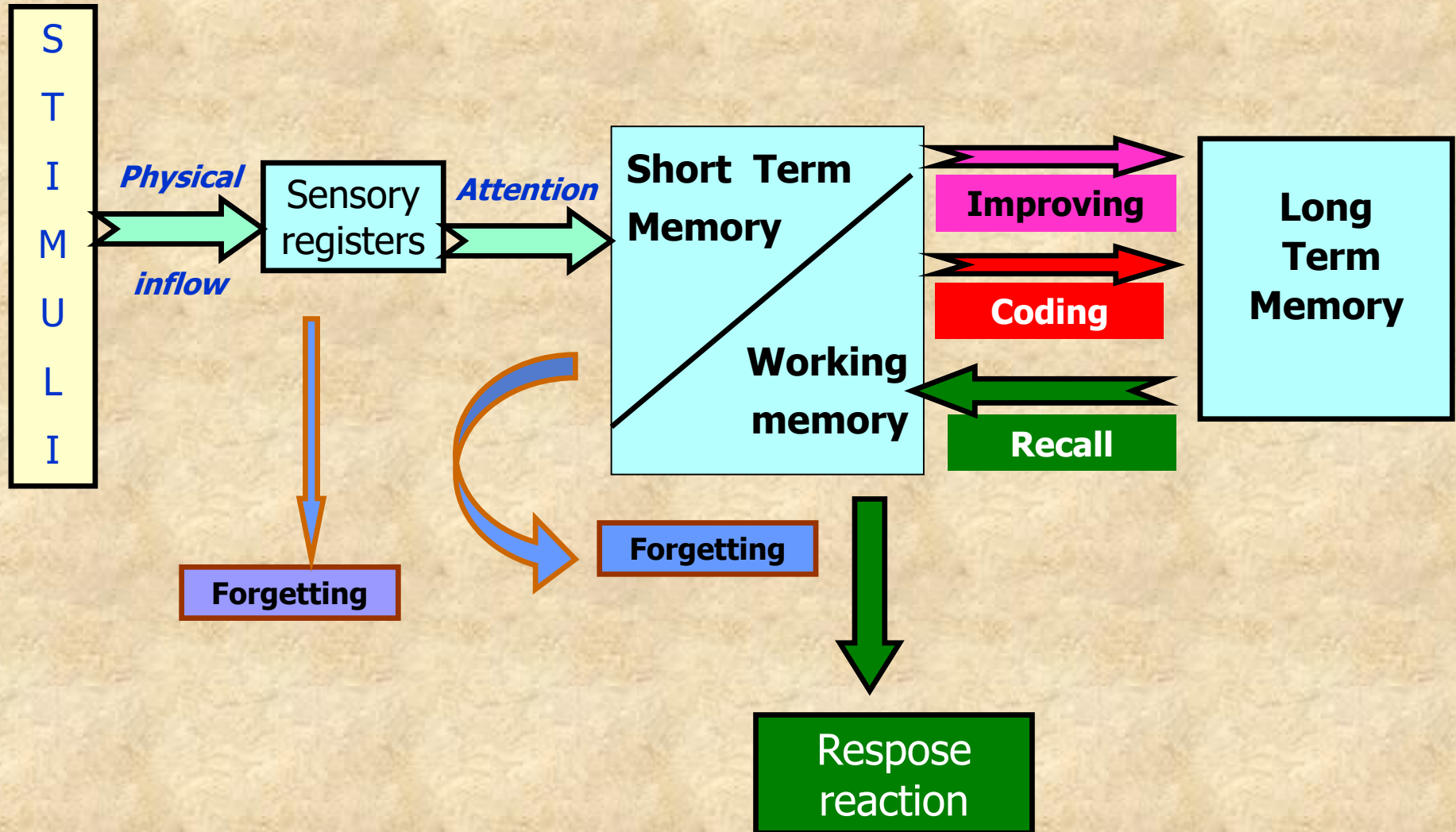
Post Intentional attention

Calls - target
(own or other)

Keep attention - the interest get in the work process

4. Memory

Information Processing Model



Based on Traditional Model of Memory

Atkinson & Shiffrin (1968) Three Stage Model

4. Memory

Improve and code information

Memorization

Saving

Reproduction

What do you remember?

How do you remember?

Forgetting

Background

Accidental

Intentional

Mechanical

Short Term

Long Term

Recognition

Movement

Conscious

Working

Association

Image

Remembering

Verbal logical

Emotional

Memorization

How do you remember ?

Background

You memorize background elements intentionally and unrecognized

Accidental

does not target the attention is concentrated

Accidental better remember:

- What connect to personality;
- The beginning and end ;
- Discontinued operations;
- What she/he was doing, not thinking

- **Ineffective** due to the increasing "braking«:

- **Better than nothing**

Intentional

Should target The attention is deliberately focused

Conscious

Without awareness repeatedly reading through the material

Mechanical

Reading

1 time – remembers around 7 elements

16 times – remembers around 12 elements

30 times – remembers around 16 elements

Conscious Memorization

Improve and code information

Recommendations:

1) See **relationships** between the memorable material

2) **Intellectual processing** of the material to remember:

- * **Conceptual** grouping (*distributing to micro subjects*)
- * Finding **basic concepts**
- * Grouping **by analogy**
- * Grouping by **causality**

3) «switch» the memory for **longer time**

Cognitive active learning

* **Highlight** certain places

* **Let's stop**, ask yourself: "*what's meant for?*"

* To **understand meaning** from symbolic systems -
words, numbers, pictures

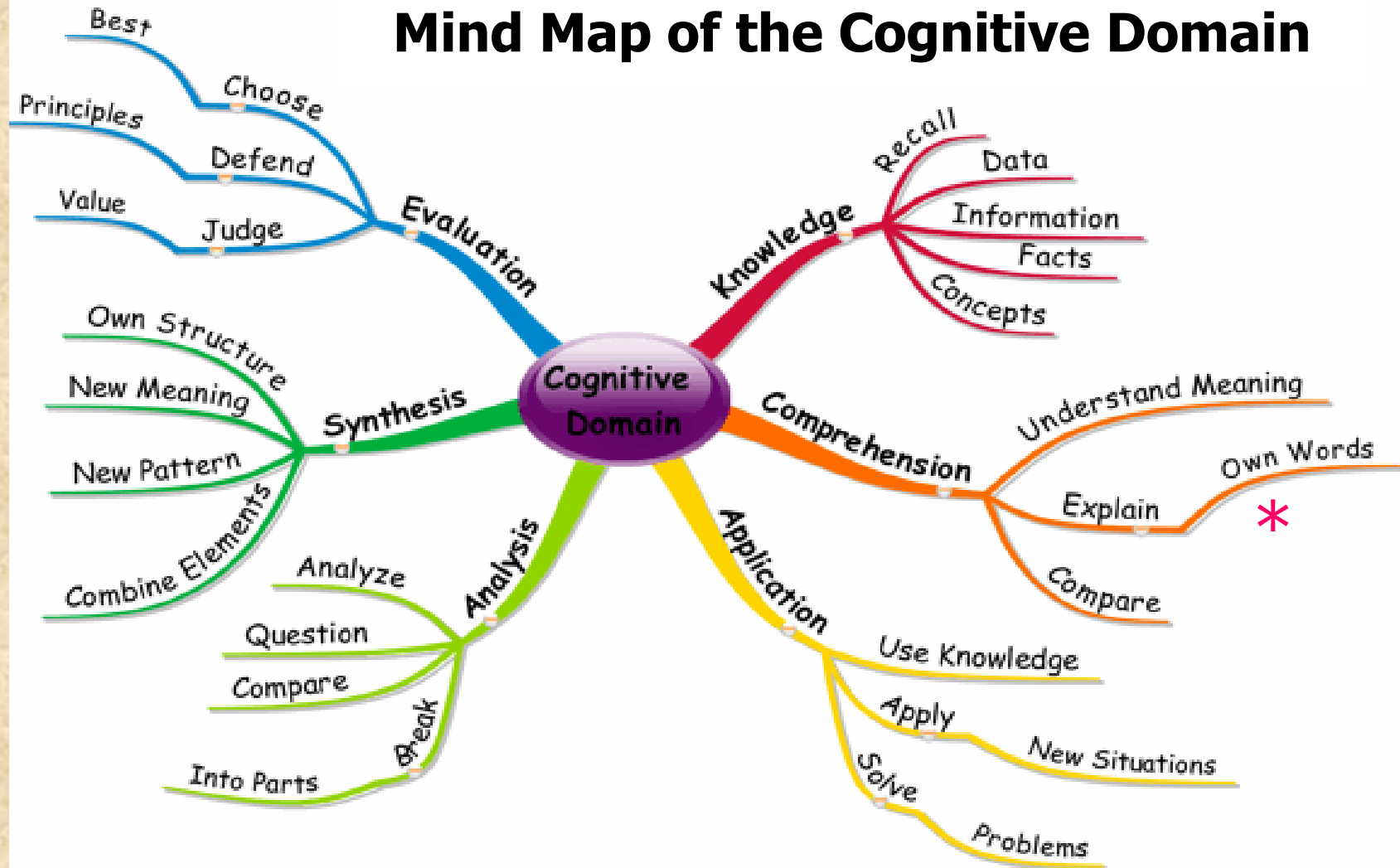
* Find **key words**

Michael Jordan is the most famous basketball plyer. He scored many points and earns the most money for his efforts "

Michael Jordan = many point + many money

Grafic organization

Mind Map of the Cognitive Domain

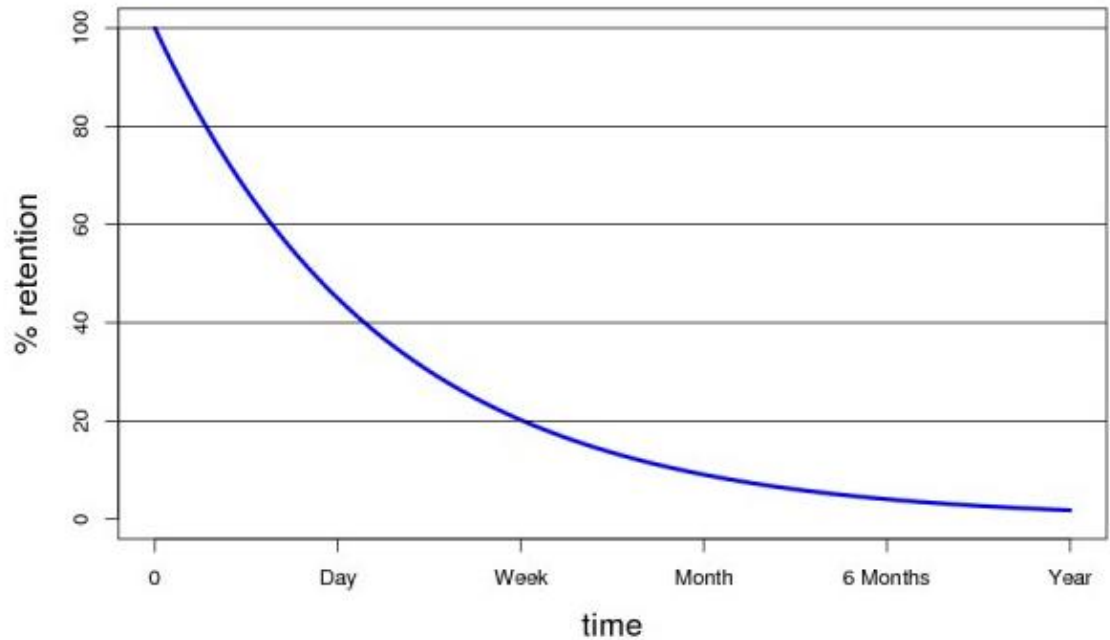


Forgetting

- Memory disposes of what it is **"not needed"**

- Memory disposes of what **"interferes"**

Forgetting curve



Reproduction

Association

Accidental conceived is included in our experience system and at some point it is recognizable

Recognition

What we perceive at the same time, we recall at the same time

Remembering

An intellectual activity that train itself

5. Thinking

Thinking process stages

Analysis

Devide an object into separate sections

Abstraction

Emphasize some important characteristics

Comparison

Must have a **single basis** for comparison

Synthesis

Connection of parts

Thinking **DEVELOPMENT** levels

I An active thinking

Result- new object

II Specific imaginative thinking

Result – new image

III Verbal logical thinking

Result – a new concept

Levels of thinking **depth**

I What happens and how?

II Why?

III What does it make sense?

6. Imagination

Types of Imagination

Accidental

New images arise without special intent

Intentional

Reproductive

Image creatingg to the pattern word description

Creative

Creating new, original images

Active

Dreams

Active
- building the future of realistic dreams

Passive

Reverie

Passive
- a future image that does not match

7. The speech

Types of speech

External speech

Written

Oral

Internal speech

Speaking to
yourself

Real inner
speech

Language

– any sign system

– a component of the thinking mechanism

Language functions:

1. The tool for creation the thought
2. The representation the idea
3. Communicative-exchange of information
4. Cognitive – foreign words, scientific language

Cognitive Barriers

Number of steps

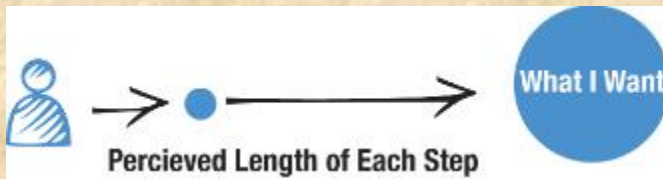
- *it's equally important to know when **to add steps** as it is when to **remove** them.*

Five easy, short steps often impose a lower cognitive barrier than one long, difficult step.



Length of steps

*Users tend to prefer **short steps** that only ask them to resolve the immediate issue they're faced with.*



Difficulty of steps

*Don't create unnecessarily difficult steps
users will be more likely to complete difficult steps if they understand why the step needs to be so difficult.*



Barriers to Critical Thinking

Five ***Powerful Barriers*** to Critical Thinking:

Egocentrism

- Self-centered thinking
 - ◆ *self-interested thinking*
 - ◆ *self-serving bias*

Sociocentrism

- Group-centered thinking
 - ◆ *Group bias*
 - ◆ *Conformism*

Unwarranted Assumptions

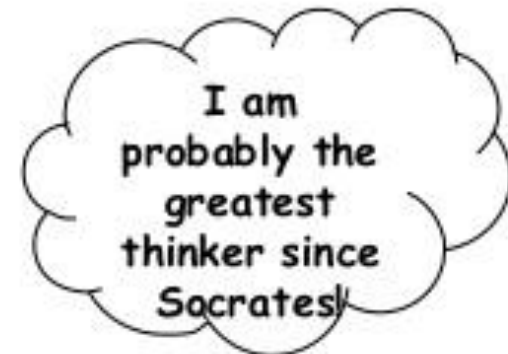
- Beliefs that are presumed to be true without adequate evidence or justification
 - ◆ *Assumption*
 - ◆ *Stereotyping*

Wishful Thinking

Believing that something is true because one wishes it were true.

Relativistic Thinking

- The truth is "just a matter of opinion"
 - ◆ *Relativism*
 - *Subjectivism*
 - *Cultural relativism*



Problem solving strategies - 1

Abstraction: solving the problem ***in a model*** of the system before applying it to the real system

Analogy: using a solution that solves an analogous problem

Brainstorming: (especially among groups of people) suggesting a large number of solutions or ideas and combining and developing them until an optimum solution is found

Divide and conquer: breaking down a large, complex problem into smaller, solvable problems

Hypothesis testing: assuming a possible explanation to the problem and trying to prove (or, in some contexts, disprove) the assumption

Lateral thinking: approaching solutions indirectly and creatively

Means-ends analysis: choosing an action at each step to move closer to the goal

Method of focal objects: synthesizing seemingly non-matching characteristics of different objects into something new

Problem solving strategies - 2

Morphological analysis: *assessing the output and interactions of an entire system*

Proof: *try to prove that the problem cannot be solved. The point where the proof fails will be the starting point for solving it*

Reduction: *transforming the problem into another problem for which solutions exist*

Research: *employing existing ideas or adapting existing solutions to similar problems*

Root cause analysis: *identifying the cause of a problem*

Trial-and-error: *testing possible solutions until the right one is found*

Problem solving strategies!

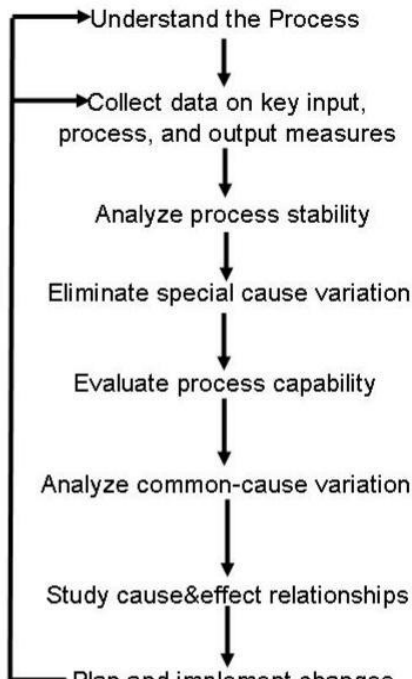


- Act it out
- Draw a picture
- Solve a Simpler Problem
- Use Logical Reasoning
- Work Backward
- Write an Equation
- Write a Number Sentence
- Make an Organized List
- Make a Table / Chart / T-Chart
- Use Estimation
- Use Mental Math
- Make a Number Line
- Find a pattern
- Guess and Check



Act It Out 	Make a model 	Break problem into smaller parts 	Draw a picture or diagram
Make a table or list 	Look for a pattern 	Estimate, check and improve 	Solve a simpler problem

Steps



Example Tools

- Flowchart
- Checksheet
- Data sheet
- Survey
- Run chart (time plot)
- Control chart
- See Problem Solving Strategy
- Histogram
- Standards
- Capability analysis
- Pareto chart
- Statistical inference
- Stratification
- Cause&effect diagram
- Experimental design
- Interrelationship digraph
- Model building
- Scatter plot
- Box plot

WHAT

- What (exactly) do I want to achieve?
- What are the facts?
- What would happen if no decision was made or solution found?
- What do I need in order to find a solution?

WHY

- Why do I want to achieve a solution?
- Why did the problem or opportunity arise?
- Why do I need to find a solution or way forward at all?
- Ask 5 Whys

HOW

- How will the situation be different?
- How relevant is the information I am gathering?
- How can I find out more?
- How can I involve relevant people?

WHERE

- Where did the issue arise?
- Where does it impact?
- Is the "where" important?
- If so, why?

WHO

- Who am I trying to please?
- Who cares about this situation? Who is affected?
- Who is involved (information, help, action)?
- Who needs to be informed?

WHEN

- When did the issue arise?
- When do we need to act?
- By when must it be resolved?