Human Factors Engineering II
Discussion Questions for
Thinking, Fast and Slow

Kahneman, D. (2011). *Thinking, Fast and Slow*. New York: Farrar, Straus and Giroux.

Introduction

1. In your own words, what is the purpose of this book?

2. What is a heuristic? A bias?

3. On what authoritative information is this book based?

4. This book concerns decision making in general, often when the decision maker (DM) has hours, days, weeks, or even months to make a decision, and often the decisions affect mostly the decision maker him- or herself. But human factors engineering is usually concerned with real-time decision-making (RTDM) domains, ones in which an operator or other DM in some system must attend, observe, remember, decide, and act in seconds, minutes, or an hour or two, and those decisions and actions affect the performance and safety of the system and the well-being of other people, property, and the system's environment. Some of those decisions and the actions that result from them are unconscious, quick, and automatic (skill-based), but many of the really important decisions require sustained, conscious, effortful reasoning and draw on large bodies of knowledge (i.e., they are knowledge-based); the latter are those to which most of the content of this book would apply.

   a. Pick a RTDM domain with which you are at least somewhat familiar, either from experience or indirectly through literature or the accounts of others. Example RTDM domains include aviation, healthcare, military operations, and manufacturing. The RTDM domain you choose now does not commit you to a domain for your Cognitive Task Analysis, nor are you required to use the same RTDM domain when answering subsequent Discussion Questions.

   b. What are some of the tasks the DM in your RTDM domain performs?

   c. What are some representative judgments and choices your DM makes?