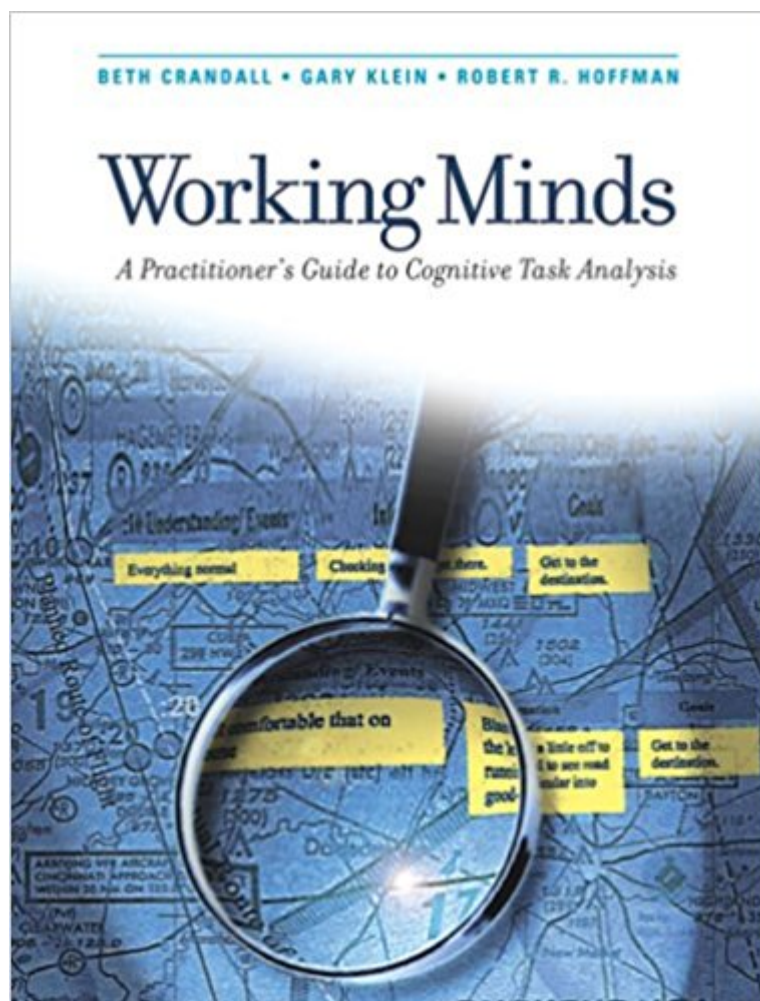


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# Working Minds: A Practitioner's Guide To Cognitive Task Analysis (MIT Press)



## Synopsis

Cognitive Task Analysis (CTA) helps researchers understand how cognitive skills and strategies make it possible for people to act effectively and get things done. CTA can yield information people need -- employers faced with personnel issues, market researchers who want to understand the thought processes of consumers, trainers and others who design instructional systems, health care professionals who want to apply lessons learned from errors and accidents, systems analysts developing user specifications, and many other professionals. CTA can show what makes the workplace work -- and what keeps it from working as well as it might. *Working Minds* is a true handbook, offering a set of tools for doing CTA: methods for collecting data about cognitive processes and events, analyzing them, and communicating them effectively. It covers both the "why" and the "how" of CTA methods, providing examples, guidance, and stories from the authors' own experiences as CTA practitioners. Because effective use of CTA depends on some conceptual grounding in cognitive theory and research -- on knowing what a cognitive perspective can offer -- the book also offers an overview of current research on cognition. The book provides detailed guidance for planning and carrying out CTA, with chapters on capturing knowledge and capturing the way people reason. It discusses studying cognition in real-world settings and the challenges of rapidly changing technology. And it describes key issues in applying CTA findings in a variety of fields. *Working Minds* makes the methodology of CTA accessible and the skills involved attainable.

## Book Information

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## Customer Reviews

Discovering the basis for expertise is a task fraught with difficulties, but Crandall, Klein, and Hoffman provide the practical guidance of experienced CTA practitioners. They uncover their mental models, critical cues, and strategies for organizing knowledge and adapting routines. This book collects the resources one needs to become expert at using new tools to support cognitive work. (David Woods, Institute for Ergonomics, Ohio State University) This is probably the best guide I have read to capturing the essence of tacit knowledge in decision making. An excellent synthesis of the academic and the practical, and a major contribution to the field. (Dave Snowden, Founder, Cognitive Edge) What a gem! Finally, those who are interested in understanding how people in organizations acquire, retain, maintain, interpret, represent, and use knowledge in their jobs have a practical set of tools to follow and apply. A refreshing, welcome, and much-needed resource book. Bravo! (Eduardo Salas, Department of Psychology and Institute for Simulation & Training, University of Central Florida) Cognitive task analysis (CTA) is an immensely important approach to evaluating the development, implementation, and use of complex systems. *Working Minds* is a one-of-a-kind handbook in which highly qualified authors not only provide practical guidance for conducting CTA but also address fundamental cognitive issues that support the techniques. It will prove an extremely valuable resource for practitioners, scientists, systems engineers, and students interested in cognitive systems and workplace evaluation. (Vimla L. Patel, Director, Laboratory of Decision Making and Cognition, Columbia University)

Robert R. Hoffman is Senior Research Scientist at the Florida Institute for Human and Machine Cognition. Beth Crandall is Senior Technical Director of the Klein Associates Division, Applied Research Associates.

Helpful and clear. The website they reference in the book is also very helpful <http://ihmc.us/>

This is a really helpful book. I've read quite a bit about Naturalistic Decision Making and CTA's so I was already familiar with most of the concepts. As with any relatively complex subject there is often a large gap between what's in the textbooks and how things actually happen in the field. This book is much more of a "how-to-do-it" guide than any others I've read. It is a very easy read and an excellent introduction to the subject.

Very interesting read. As a person involved in creating educational content the question always

presents itself - how do we know we have extracted the necessary and essential knowledge from the domain expert. Which begs the questions how do you go about extracting that information. Working Minds helps one understand the latest thoughts on these issues.

Well written to understand a complex process. Recommended for anyone in the process of exploring how to train for more rapid expertise development .

Really well written guide for practitioners. However, the diagrams in the Kindle version are so low resolution that they are barely readable.

Good first reference could be more to the point for a practitioner

A great book for all CTA practitioners and researchers. If you are thinking of doing CTA as your thesis, this is a book that you must have!

I have only glanced through the book so far, but am impressed with the few passages I viewed. Cognitive task analysis may seem a simple process until it is undertaken and then the micro-detail is encountered. This book looks to explore the micro-detail and explain the fundamentals of CTA.

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