**Summary of Reading Chapter 3: Things that make us smart**

This is my takeaway from this week's reading from D. A. Norman's 'Things that Make Us Smart.'

A good representation captures the important features of an event while excluding the rest. The major challenge is to get the abstractions right, to represent the relevant parts rather than the trivial. Instead of dealing with the actual idea, concept, or event, we observe and consider representations that are more suited to our mental processes.

The power of cognitive artifacts stems from the power of representation. The best way to represent a task depends on the job at hand. The same information may need to be expressed differently for various activities. For example, it makes it easy to choose a ticket based on arrival time, but not so simple to choose the flight that would take up the least amount of time in your itinerary. Another example from the chapter is the use of matrix organization in medical prescription, where the author emphasizes how proper selection of cognitive artifacts aids in the task by transforming it from reflection to experiencing, thereby simplifying the operation that must be performed to reach the desired answer. Hence, with the proper representation, difficult task may become easy.