8.1 What Is Thought?
• Thinking Involves Two Types of Mental Representations
• Concepts Are Symbolic Representations
• Schemas Organize Useful Information about Environments

8.2 How Do We Make Decisions and Solve Problems?
• Decision Making Often Involves Heuristics
• **What to Believe? Using Psychological Reasoning**
  Making Relative Comparisons (Anchoring and Framing): Why Is It Hard to Resist A Sale?
• Problem Solving Achieves Goals
• **Using Psychology In Your Life** How Should I Approach Major Decisions?

8.3 What Is Language?
• Language Is a System of Communication Using Sounds and Symbols
• Language Develops in an Orderly Way
• There Is an Inborn Capacity for Language
• Reading Needs to Be Learned

8.4 How Do We Understand Intelligence?
• Intelligence Is Assessed with Standardized Tests
• General Intelligence Involves Multiple Components
• Intelligence Is Related to Cognitive Performance
• Genes and Environment Influence Intelligence
• Group Differences in Intelligence Have Multiple Determinants