

What is a problem?

A problem is a problem because you don't know straight away how to do it.

- *First*, there may be something about the **wording** that you don't understand.
- *Second*, you may not see how to **get started**. There may be no obvious **strategy** for you to use.
- *Third*, you may not know the **right** piece of **mathematics** to use.
- *Fourth*, you may know the right strategy and the right mathematics but you may not be **using them correctly** or you may not be able to see how to put them together to come up with a solution.

The strange thing about problems is that: what is a problem for one person is not necessarily a problem for someone else.

How to Solve It (1945) is a small volume by mathematician George Polya describing methods of problem solving.

How to Solve It suggests the following steps when solving a mathematical problem:

- 1. First, you have to *understand the problem*.
- 2. After understanding, make a plan.
- 3. Carry out the plan.

1

4. Look back on your work. How could it be better?

First principle: Understand the problem

Pólya taught teachers how to prompt each student with appropriate questions, depending on the situation,

The teacher select the question with the appropriate level of difficulty for each student to ascertain if each student understands at their own level, moving up or down the list to prompt each student, until each one can respond with something constructive; such as:

- What are you asked to find or show?
- Can you restate the problem in your own words?
- Can you think of a picture or a diagram that might help you understand the problem?
- Is there enough information to enable you to find a solution?
- Do you understand all the words used in stating the problem?
- Do you need to ask a question to get the answer?

Second principle: Devise a plan

Pólya mentions that there are many reasonable ways to solve problems. The skill at choosing an appropriate strategy is best learned by solving many problems. You will find choosing a strategy increasingly easy. A partial list of strategies is included:

• Guess and check

2

- Make an orderly list
- Eliminate possibilities
- Look for a pattern
- Draw a picture
- Solve a simpler problem
- Use a model
- Work backward
- Use a formula
- Be creative
- Use symmetry
- Consider special cases
- Use direct reasoning
- Solve an equation
- Applying these rules to devise a plan takes your own skill and judgement.

Third principle: Carry out the plan

This step is usually easier than devising the plan. In general, all you need is care and patience, given that you have the necessary skills. Persist with the plan that you have chosen. If it continues not to work, discard it and choose another. Don't be misled; this is how mathematics is done, even by professionals.

4

3

Fourth principle: Review/extend

Pólya mentioned that it would be better and more useful. You will gain by:

- taking the time to reflect;
- look back at what you have done;
- what worked and what did not; and
- by thinking about other problems where this could be useful.

Doing this will enable you to predict what strategy to use to solve future problems, if these relate to the original problem.

Polya's Prok Solving Prin 0 0 0 0	olem ciples	From the book "How To Solve It"	ITIVE KIDS STEM PROJECTS
 Do you understand all the problem Do you understand all the words used in stating the problem? Can you restate the problem in your own words? What are you asked to find or show? Can you think of a picture or diagram that might help you understand the problem? Is there enough information to enable you to find a solution? 	 Guess and check Make an orderly list Eliminate possibilities Use symmetry Consider special cases Use direct reasoning Solve an equation Look for a pattern Draw a picture Solve a simpler problem Use a model Work backwards Use a formula Be ingenious 	 All you need is care and patience, given that you have the necessary skills. Persist with the plan that you have chosen. If it continues not to work discard it and choose another. Don't be misled, this is how mathematics is done, even by professionals. 	 Polya mentions that much can be gained by taking the time to reflect and look back at what you have done, what worked, and what didn't. Doing this will enable you to predict what strategy to use to solve future problems.

What Are Problem Solving Strategies?

Strategies are things that Pólya would have us choose in his second stage of problem solving and use in his third stage (What is Problem Solving?). Polya called them **heuristics**. To Pólya they were things to try that he couldn't guarantee would solve the problem but, of course, he sincerely hoped they would. So they are some sort of general ideas that might work for a number of problems. And then again they might not.



Asst. Prof. Dr. Krongthong Khairiree College of Hospitality Management, Suan Sunandha Rajabhat University

