

Solutions

2.1

- Getting stored information out of memory.

2.2

- Short-term memory.

2.3

- Short-term/working memory has limited capacity.
- Earlier parts may be lost while later parts are heard.

3.1

- Encoding is getting information into memory.
- The name was not attended to or processed.
- It was therefore not stored for later retrieval.
- Forgetting requires information to have entered memory first.

3.2

- Both hold a limited amount of information briefly.
- Short-term memory stores information temporarily.
- Working memory holds it while processing or using it.
- Working memory is active rather than only temporary storage.