



# Managing COVID-19 Fear and Stress

Part 2: Performance in Times of Crisis  
Takeaways

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- Managing your team well provides strategic + tactical advantage
- Operational Psychology: The use of clinical, cognitive and social psychological concepts for their operational value.
- Lewin's Equation: behavior is a function of the person + the environment
- Yerkes–Dodson law demonstrates the empirical relationship between arousal and performance; shows that performance increases with physiological or mental arousal but that there is a tipping point.
- This deterioration of performance is especially pronounced when the situation is novel, unpredictable, and/or not controllable
- Stimulate the brain activity of the very best high-stress performers by staying positive, adopting a success-oriented mindset and taking decisive action; model this for your teams; stimulate this in the operational environment
- Solutions: Examine the culture that you help create; Create and use tools to help your teams be more effective; and Be proactive in favor of stress controls