• 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