

Improving FWC's Response to Mortality / Disease Events



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The Problem

Mortality or disease events which FWC responds to – always with good intent, but sometimes with poor execution

- Embarrassment to the agency
- Have the resources to resolve
- Not recognized as a high priority
- Inefficient use of agency resources

Events



Image provided by Ronald C. Phillips

Events



Processes to Address

- Senior level manager buy-in
- Use old events as learning tool
- Staff exposure to the issue
- Mid-level managers
- Cultural behavior change from all staff
- Continued care and feeding
- Partnering outside FWC

The Processes to Date

- ✓ **Presentation of problem concept to senior level**
- ✓ **Research historical events, identify common elements**
- ✓ **Expose all staff to issue**
 - **Meeting with Section Leaders** (early December)
 - **Meet with Regional Leadership Teams** (November-January)
 - **Develop communication framework** (on-going)
 - **Coach culture and behavior changes of all staff** (on-going)
 - **Incorporate into Operational** (Jan 05) **and Strategic Plans** (Jan 06)

Short-Term Wins

- St. Joe Bay Dolphin Mortality
- Proactive press releases
- More cross work-group teaming
- Hurricanes

Lessons Learned

- Be flexible (Charley, Frances, Jeanne, Ivan)
- Be creative
- Build on previous work & seemingly unrelated processes
- Be inclusive in info gathering
- Think big, but have a focused objective
- Be realistic with time frames