

IN THE JETSTREAM



The Blind Spots of Our Jobs

May 2012

Have you ever considered yourself as having blind spots? Not the ones you get in the eye that affect your vision, but the ones that obstruct you from seeing people and situations the way they really are. Some years ago at an FCAP conference, I sat with a group of six pilots from different airlines. I was asking questions about their profession and the challenges that go with it. In the course of our conversation I asked them to name some of the blind spots of their profession. Suddenly our active discussion got quiet. Though the silence was short, it seemed much longer. Then one of the pilots bravely acknowledged that they try to eliminate blind spots on the flight deck by helping cover each other's back. He went on to say that recently a flight attendant came up front to report on a difficult passenger who was disrupting people and that it was getting worse. As he was sharing this, it was obvious that the rest of these pilots knew exactly where he was going with this story. He humbly admitted that he sometime treats flight attendants as though they should just follow procedure and the situation would correct itself, just like it does with the aircraft. He confessed this was one of his blind spots, and he needs to remember that people don't respond like airplanes do. Soon all of them acknowledged that the skills they have in operating this 2-300,000 pound piece of equipment does not apply in solving the difficult problems that arise between crew and passengers.

You may be thinking that you are exempt from having blind spots, but every profession and skill with their strengths, also brings with it the weakness of developing blind spots. You may work with the public,

servicing them in some capacity, thinking your job has given you some great people skills dealing with all kinds of people. But maybe the skills you've learned have become so routine that you have developed the blind spot



of being cold or indifferent, maybe even cynical toward certain people. If you are a manager or supervisor, it may be that your responsibility of leading people has developed the blind spot of being obsessed with achievement. It has led you to become too demanding on people and you have become a perfectionist.

What we need is to look far enough beyond our own proficiency to see another angle beside our own view, in order to deal with our obstructed vision. Why? Because blind spots can hinder our view of seeing things the way they really are. One way to deal with our blind spots is do more than just talk to people. We need to develop an ability to listen to them, especially as we work together in the workplace (James 1:19). This means we learn to ask them questions about the things we don't understand, instead of criticizing or ignoring them. Also, we should consider there are times we need to go beyond instructing people and be willing to help by putting our words into actions and deeds that will assist them (1John 3:18). Lastly, don't forget that all of us have blind spots. So, be careful not to act as if you don't have them or think other people shouldn't have them. Be willing to admit your own when it is brought to your attention and to be patient with others, willing to help them in a gentle and gracious way. (PMC)

Looking Unto Him,
The FCAP Staff

Fellowship of Christian Airline Personnel

www.fcap.org

THE FELLOWSHIP OF CHRISTIAN AIRLINE PERSONNEL

History:

The ministry of FCAP began in 1971 and was incorporated in 1973 when 50 people from eight different airlines in the United States and Canada met to consider how God wanted them to serve Christ in and through the airline industry. Since that time, the ministry of FCAP has spread in over 90 areas of the world. We do not have a membership or dues; rather we are a fellowship among Christians in the airline industry worldwide that share a common commitment and focus.



Perspective & Focus:

Most people look at work primarily as a source of income. Some even view it as a curse imposed on them as punishment from God. *The Fellowship of Christian Airline Personnel* believes that God places a high value on work and is deeply interested in our work, our performance on the job and our relationships with our co-workers. We recognize that both our work and the way we relate to people in the workplace are of great importance to God. So it is our mission: *“To represent Christ in the airlines through meaningful relationships and quality work.”*

FCAP’s two-fold purpose encourages people *to know and experience God’s presence with them at work* and *to trust Him for the enabling strength in the responsibilities and challenges of work*. We see authentic ministry in the workplace as a result of our displaying this relationship to our Lord within the sphere of our influence at work, without being coercive or self-serving.

Values:

- We value doing our work wholeheartedly as unto the Lord, knowing we represent Christ by the quality of our performance while on the job (Ephesians 6:6).
- We value intentionally engaging our faith in the workplace by expressing it in both deeds and words (1 Timothy 6:17-19).
- We value influencing the people around us by creatively building relationship with them and looking out for their interest just as we do our own.
- We value connecting the church in the workplace by seeking out other Christians, to mutually show our love for one another and our care for the people God has placed around us (John 13:35).

Making Your Connection:

Like the airline industry is all about making connections, so FCAP is all about Christians making their connection in the workplace in three basic ways:

- Connecting God’s purposes in the details of your work.
- Connecting ministry to God working through you to influence the people and circumstances of work.
- Connecting the church in the workplace in unique and creative ways, in order to extend and strengthen its influence.

- WE OFFER:**
- Training that helps Christians integrate the Christian faith into the everyday details of our work and its challenges.
 - Free publications that offer encouragement, gives focus, and provides information.
 - Support and fellowship through local groups, prayer network, training sessions, special events and conferences.



The Fellowship of Christian Airline Personnel

The ministry of FCAP is carried on by everyday ordinary people throughout the airline workplaces of the world who go to work with an extraordinary calling. The FCAP ministry does not focus on specialized people, nor are we a special interest group focusing on certain issues. We do not have a membership nor are we a club with dues. Rather, FCAP is a fellowship of Christians who identify with one another through a common focus and purpose. And we desire to demonstrate how our faith in Jesus Christ can influence the people and circumstances of our workplace. We are blessed to have both airline and non-airline people who encourage and support this ministry.

OVER TWO MILLION AIRLINE EMPLOYEES IN THE WORLD

Your Next Step:

Check on the FCAP website to see if there is a group in your area, or seek out and connect with other Christians at your workplace. Contact us at the international office for further assistance or click on “Your Next Step” on the website.



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