



Where Workplace Conflict Resolution Starts

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The workplace has a mix of people with different backgrounds, personalities, and expectations. In addition, people bring with them to work their concerns and stresses, emotional struggles, frustrations, and anger. All of these can be brought into the workplace in varying degrees. Though employees are told to keep their personal problems out of work, being under such pressure can have an effect on how they respond to the people and circumstances around them. Also, those who have relationship issues outside of work tend to project them on others in the work setting.

From the corporate side, companies dealing with employ problems have concerns that these could escalate; in worse case scenarios even to the point of violence. Often times a special department such as Human Resources (HR) is created within the company to deal with and seek to resolve such employee problems. This department also helps to interpret the legal ramifications of employ rights and company policy. This, of course, is needed and helpful; however, there can be a down side to this, which can further complicate problems instead of solving them. You may ask, "How?" When a problem arises between two employees they are often served an "injunction" which forbids them to have contact with or talk to one another about their dispute or possible solutions. Such a process tends to minimize their personal responsibility to be a part of the solution and blocks the prospect of restoring their relationship.

God offers some practical wisdom on the subject that would be helpful to individuals and companies in dealing with such problems. First of all, God's instructions seek to keep the problem from spreading to others when appropriate. How? By asking both sides of a conflict to take the initiative and make steps to meet in

order to discuss and try to work it out. This is not always easy, but simply saying, "We want good relationships in our company" is not enough. Instead, well defined statements that describe how relationships should be maintained with some practical steps to resolve conflict are necessary. Such steps would encourage both sides to discuss and define the problem, to reflect on their own contribution and personal responses that create and/or continue to foster the problem, and to engage in mutual discussion about needed steps toward resolving it. Of course, there can be tough and complicated employee matters that need to be handed directly over to HR, but many of the lesser problems could be handled without legal assistance. Such a "Work It Out" policy keeps the problems from escalating and also makes a statement that the company is interested in encouraging their employees to work out issues amongst themselves and take responsibility for doing so.

It may appear easier to appeal to someone else to solve my problems. However, God's way is for me to personally take the first steps and become a part of the solution. It is a false notion to think, "The less I have to deal with people problems the more time I will have for ministry that really matters!" The truth is...only when I understand that I am God's instrument in all of life's issues, am I ready to be a participant in God's ministry and experience His provisions. (PMC)

"We urge you, brothers and sisters, admonish the idle, encourage the fainthearted, help the weak, be patient with them all. (1Thessalonians 5:14)

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 and weekly thoughts 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 [“Connect With Us”](#) on the website.



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