

Being Part of the Team

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The flight is underway when a questionable aroma is noticed in the cabin. It is brought to the attention of the lead flight attendant, who then passes the information on to the first officer, who then passes the information on to the captain. The entire crew works together as a cohesive team. Respect and responsibilities are utilized in communicating and interacting with one another in a helpful manner to determine decisive responses, and to complete the task at hand safely. The resolve might be that the captain goes even further by contacting company dispatch. In turn, they may patch him through to maintenance, who then walks him through the proper protocol to resolve the issue. All this is accomplished with safety in mind for the customers on board the aircraft and the safety of the crew. Flight attendants are informed as to how the issue will be addressed, and announcements are made to the customers as to what to expect.

This process is an example of what is considered Crew Resource Management (CRM). The definition of CRM is: "The standardization of best practice and behaviors to best manage the human interface between people and systems." An airline may view this more specifically as a culture in which each person sees themselves as contributing members of a team where each person is equal regardless of the position. Utilizing a common language and having a standard operating procedure (SOP) reduces human error, helps manage conflict, solves problems, and manages the work load of individual members as a cohesive unit.

How does CRM relate to our faith and the workplace? I think this may be an example of what church, or being part of the body of Christ, could be. As followers of Jesus, the

church and being a part of the body of Christ should be ingrained in us just as CRM should be ingrained within the airline culture through training and practice. Church is the bride of Christ; we are the body of believers that represent Christ in the workplace. With CRM we have different roles but see ourselves as equals. With the church, we have different gifting, but we are one body. I Corinthians 12:12-26 speaks of our physical bodies being very different but working together and not comparing our gifting to others. Verse 20 states, "As it is, there are many parts, but one body." Then verse 21 goes on to read, "The eye cannot say to the hand, 'I don't need you!' And the head cannot say to the feet, 'I don't need you!'"

Both in the workplace and as part of the body of Christ, it is important that we don't think we are better than others. Also, it is important to be reassured that we are valued as part of the team. Our focus should be on serving, regardless of what position we hold. May we respect, pray, and encourage each other as we strive to complete our flights responsibly and safely and as we view each other equally ... as good CRM.

"But God has combined the members of the body and has given greater honor to the parts that lacked it, so that there should be no division in the body, but that its parts should have equal concern for each other. If one part suffers, every part suffers with it; if one part is honored, every part rejoices with it."

1 Corinthians 12:24b-26

This article was written by Eugene Kraybill. Eugene serves on our FCAP Board of Directors and as Senior Chaplain at the Washington Dulles International Airport. He also serves as regional Chief Pilot for Mesa Airlines at IAD.

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 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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