Another Lesson From the Airlines

Thanks for your trust today.” These words closed the typical pilot message on a flight I took after the October 1, 2017, shooting in Las Vegas (“Las Vegas,” 2017). I guess those words struck me because so much of what we do in life is based on trust. We trust our alarms to go off, the water in the bathroom to be functional, people to drive in their lanes, and so on.

Many of us are self-directed learners, and we trust that the learning opportunities we select live up to our expectations. We trust that our learning either deepens our understanding or opens new vistas to explore.

What about our learners? Do they come away from an experience feeling enriched and smarter or more curious? Do they assume that something offered in their work setting adds value to their knowledge, skills, and attitudes? Do they trust us enough to help them develop their learning plans, or do they see us as creating more possibilities with only slightly relevant applications?

As I read about what current college students are experiencing, I keep wondering about how they will integrate into the real world of work. We can’t protect them from the harsh realities of pain and suffering or provide them with only positive, upbeat coworkers. Nor can we create for them the experiences they may have missed if they were protected from what health care services are truly like. Yet, they need to trust that someone is watching out for them. That is part of what we do in providing ongoing, lifelong education. We need for them to know they can trust us, and we have to be trustworthy enough to deserve their trust. Trust is at the core of effective work groups. Without it, we limit what we can do. Can we say to our learners that we appreciate their trust in us?

REFERENCE

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