

Trust: “Trust” Video Case Study

Facilitator: Watching the video twice often ensures that participants are prepared to discuss the issues. Remember that SSG Diem volunteered to share this story and served admirably and heroically in combat.

Video summary: SSG Diem discusses the importance of true trust in small units. He shares how organizations produce people who you can trust with your life, and you should - they've been trained to do so. Trust is a powerful bond. When it breaks down intimately, there's a break in trust. Diem explains there is a trust in the organization and the organization must do the right thing. Personal intimate trust is a strong motivator, but does it have a place in professional organizations?

Length: 4:14

Notes:

- Diem describes the bond between Soldiers saying, “it’s a very powerful bond that’s not intimate, it’s organizational; it’s institutional.”
 - What does SSG Diem mean?
 - How does a strong sense of professional identity increase trust amongst Soldiers?
- When describing the trust between the peers that committed the crime, SSG Diem says, “that’s a different kind of trust that is not acceptable.”
 - What do you think he means?
 - What kind of trust is unacceptable?
- When Trust exists between the Soldiers, what happens when it is broken?
- How do leaders build organizational trust?
- How do sub-groups form within organizations?
 - How do they impact individuals?
 - How does it impact the organization?
- How do you describe the trust you have for your fellow Soldiers?