

Human & Organizational Performance - how to ask-

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Lasse Iversen
"las-suh"



Norwegian

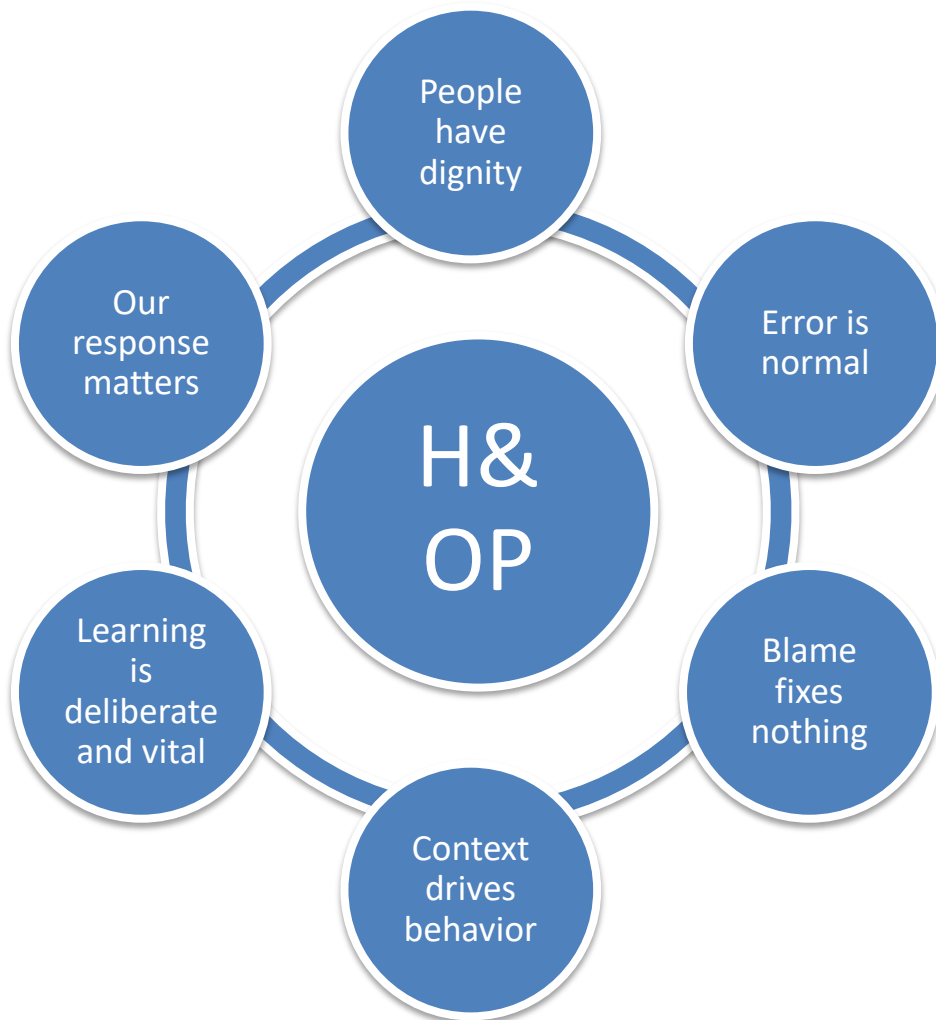


Aerospace
& Occupational Safety



7+ Years of
experience

Experience – H&OP reflection



- ✓ Lack of respect from the front-line laborers
- ✓ Did not take time to get to the root cause
- ✓ Blamed people rather than their own procedures
- ✓ Unwilling to change behavior due to not being included in changes
- ✓ Ineffective corrective actions – busywork
- ✓ Workforce hid incidents and accidents

Asking the right question

Humble - Curious - Open ended questions



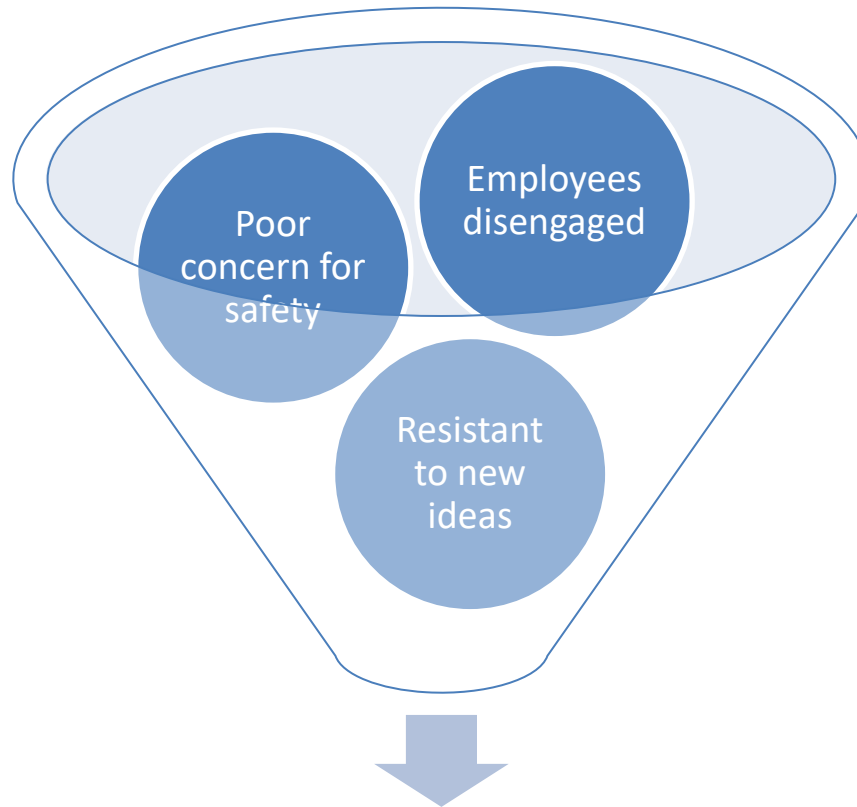
Q: "I'm curious about your perspective. What challenges do you face using hearing protection at work?"

A: "I'm having trouble hearing my coworkers' instructions during a critical and heavy crane lift."

- Uncovers possible hidden issues
- Provides opportunities to improve current situation
- Employee feels heard



Addressing a Stagnant Culture

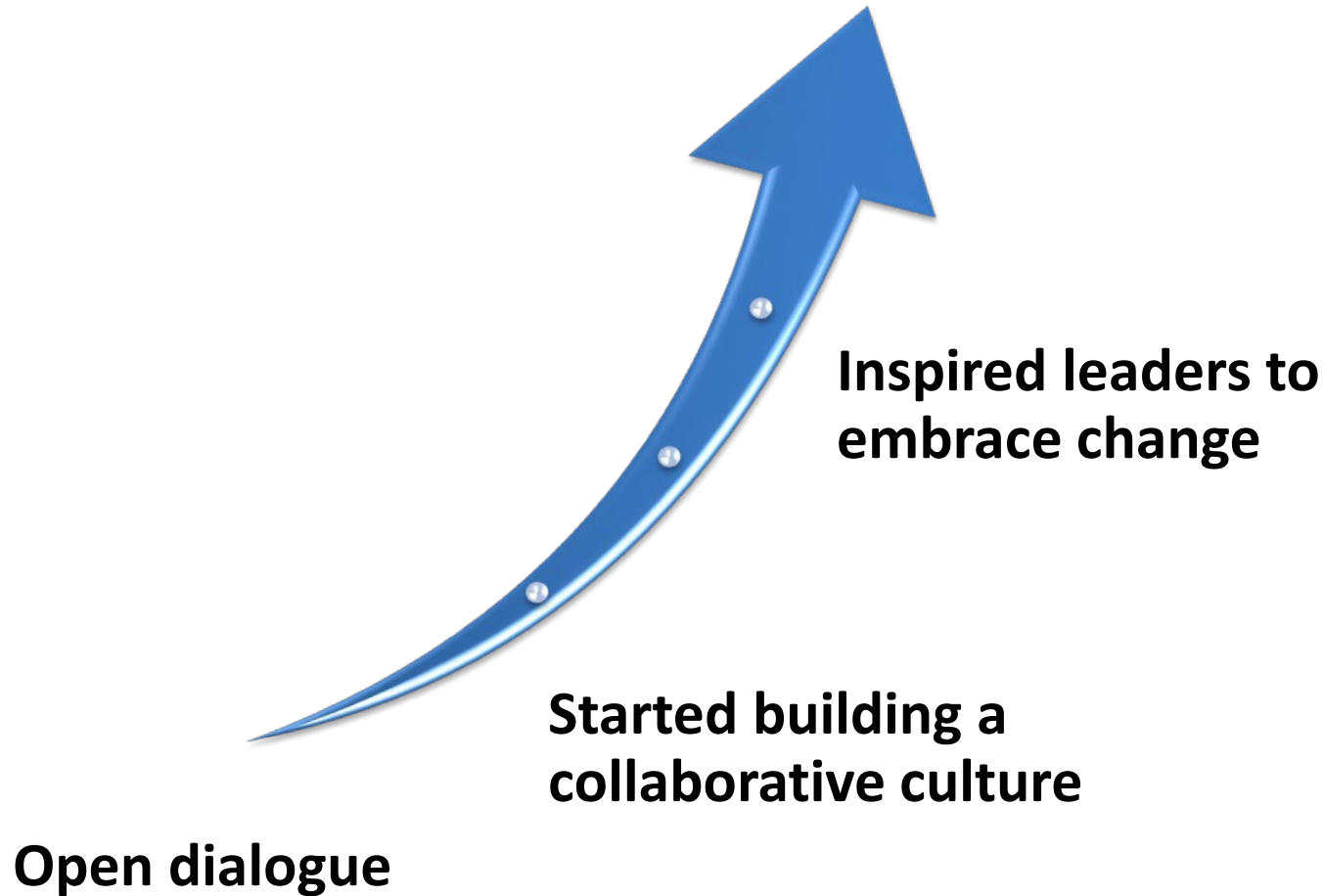


Increase in incidents and near-misses

"So what did YOU do?"

Meaningful Change

Context drives behavior – make a change that matters





Management must first develop a relationship based on trust

Creating trust
and
collaboration

Integrate
humble
inquiry into
daily
conversations

Use during
safety
meetings

Use when
coaching on
correcting
behavior

Bring these
principles
home with
you

