



# Change management best practices: Implementing vision picking seamlessly



**Vision picking brings great improvements to warehouse workplaces – from reduced picking errors to improved worker engagement and ultimately enhanced picking efficiency.**

Nevertheless, the introduction of vision picking among your frontline workers requires careful planning and implementation. If your employees aren't convinced the new technology will improve their workflows, your company won't be able to reap the benefits, so it's crucial to have a robust change management strategy in place.


With every newly implemented project and every successful roll-out, our organization has continuously gathered experience in implementing vision picking solutions.

In this list, we are sharing our consolidated knowledge and best practices, vetted by experts from major players in the logistics sector that are already using vision picking solutions and know what successful change management looks like.

## 1. Explain the reason for the change

No one wants to put extra effort into adapting to new technology if they don't understand what it's for. Explain to workers why you are implementing vision picking and how the solutions will make their day-to-day work easier. It's also important to assure employees that AR doesn't pose a threat to their jobs, and that their positions and salaries will remain unchanged.

“Getting them to understand exactly what the solution does and how it will help them in their daily work is **key to getting everyone on board from the start.**”

 Coca-Cola HBC

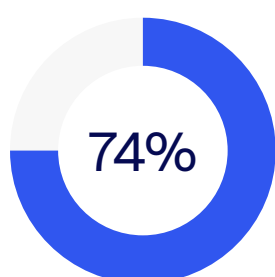
**Leadership contributes 71% of the success of change among the workforce.** Employees react more positively to change when their leaders demonstrate openness and foster a trusting relationship.<sup>1</sup>

<sup>1</sup> Source: Khaw – 2022, Reactions towards organizational change: a systematic literature review




## 2. Make training a priority

Employees who have received training are generally more motivated to use the new technology and will support the changes in the long term. One of the most suitable approaches for vision picking is the so-called train-the-trainer method. In this approach, individual key users are given intensive training before passing on their knowledge to their colleagues.



74% of employees are ready to learn new skills or re-train to remain employable in the future.<sup>2</sup>

**“If the workforce is properly qualified from the beginning, there will be no problems. But if they are not trained correctly and cannot use it [vision picking] properly, there will be resentment and complaints.”**

 Coca-Cola HBC

<sup>2</sup> Source: PWC, Workforce of the future





### 3. Involve your employees

Employees will trust the changes more if they feel like they are part of the process. Identify thought leaders within the workforce and involve them as early as possible. Create additional feedback channels for your employees to ensure that everyone has a chance to voice their thoughts.

**Extra tip**

TeamViewer’s customers recommend having these conversations in your employees’ primary work setting. Often, the best place for an exchange is the shop floor.



“The most important thing about the entire rollout for us was **finding those first employees.** They were enormously important to get an influence in the hall as well, which we as planners would never have gotten otherwise.”

“ ” DB Schenker







# 41% rise in quality

Found in companies with high employee engagement compared to those with low levels of engagement.<sup>3</sup>

<sup>3</sup> Source: Gallup – 2020, The Relationship Between Engagement at Work and Organizational Outcomes



## 4. Communication is key

Communicate transparently with your employees and always keep them up to date on the status of the project. Make sure that your communication is a dialogue, not a monologue. Use clear language and be consistent with the messages that you're getting across.

“A lot of talking has to be done. **It's no use just writing e-mails.** Something like this has to emerge from the conversation.”

 GlobalFoundries

For over 40% of workers, **poor communication reduces trust** both in their leadership and in their team.<sup>4</sup>



<sup>4</sup> Source: Forbes Advisor – 2023, The State Of Workplace Communication In 2023



## 5. Seize the opportunity to establish change management practices

While elaborate project management has become the norm for many companies, this cannot yet be said for change management. However, developing a well-thought-out change management system now will benefit your company when implementing other advancements in the future.

**32% productivity improvement** reported by companies using AR.<sup>5</sup>

**Embrace these best practices to maximize the benefits of implementing vision picking in your operations:**



**Faster processes**

Easy usage allows for up to 40% increase in speed



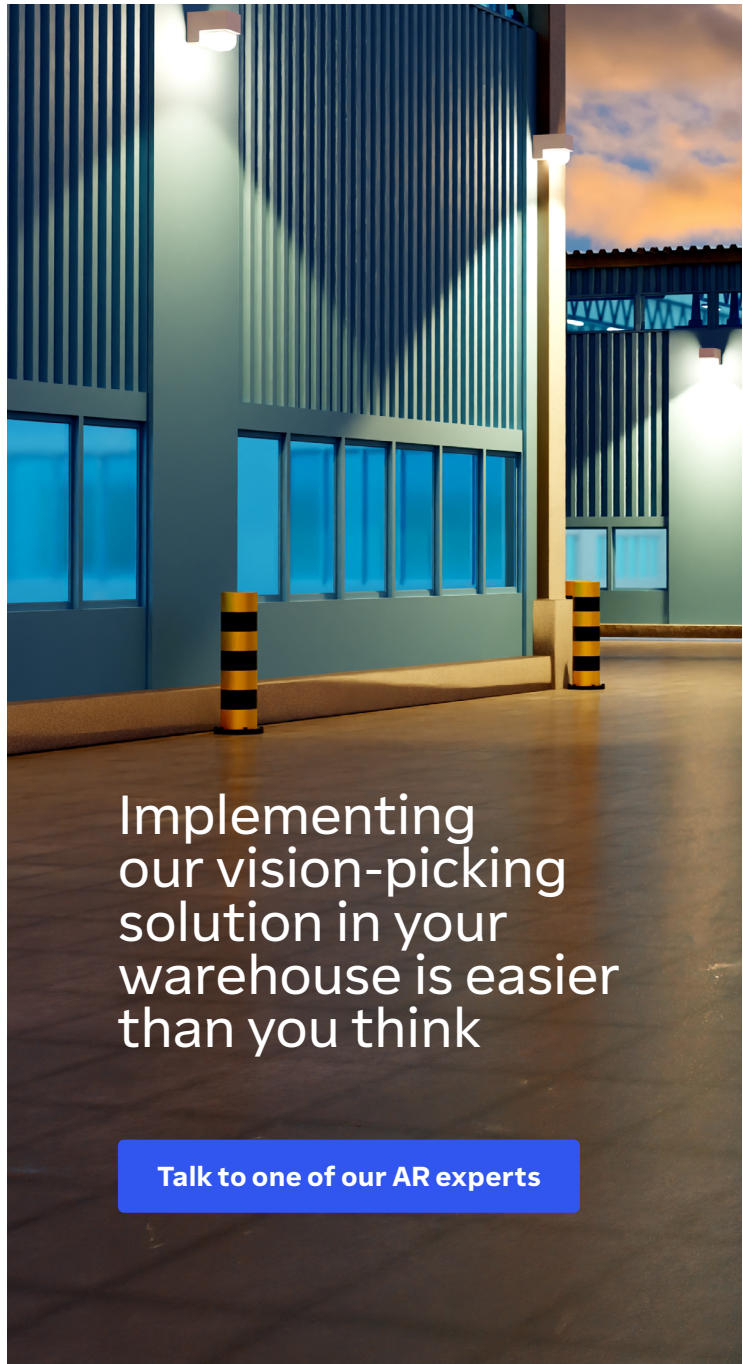
**Higher accuracy**

Nearly zero errors due to integrated quality control



**Greater flexibility**

Easy training and fast onboarding of workers



Implementing our vision-picking solution in your warehouse is easier than you think

[Talk to one of our AR experts](#)

<sup>5</sup> Source: IBM – 2020, AR and VR in the workplace



## About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device – across platforms – from anywhere. With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity.

Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

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