

Consulting News

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Rudolph Laban

«All dancing involves a change of *mental state*.»

01 Editorial

We should combine love and passion much more often - no matter if in our private life or in our job. Tango is my great passion, Cipressa my great love. That's why I bring tango enthusiasts from all over the world together in this enchanting place in Italy to celebrate a feast of the senses together. Tango, like no other dance, opens the possibility of feeling feelings, desires and intentions and communicating them to the other person when the dancers get involved with each other. The „Tango Argentino“ allows the greatest possible space for one's own feelings in the connection with the other person. I invite you to celebrate with me the „Festivalito di Tango“ in the magical setting of the „Chiesa Fortezza di San Pietro“. We will be there together dancing, eating, drinking, laughing, simply embracing life. Are you with us?

Yours Monique Fischer

02 Mindset and Impact Competence - two strong sources of power for your success

In the previous blog post, I explained why it's important to step out of your comfort zone every now and then and how to do that. We know from psychology: People who regularly leave their comfort zone can count on a sense of achievement. People who take on challenges and overcome limits develop a better sense of self-worth. Those who are courageous are rewarded with personal growth. This is just as true in private life as it is in a professional environment. Good leadership begins with responsible, caring self-leadership. And that in turn means that every manager must develop personally to be able to develop his or her employees and thus the company. It's not easy, because this step requires the ability to question yourself and to be questioned by others. You can read about the role played by your mindset and your impact competence here:

[Read my new blog article!](#)

03 «Deutschland-Studie Innenstadt 2022»: Digital Competencies of Stationary Retailers

Digitization has simplified many processes. Convenience and service are therefore increasingly in the foreground when it comes to stationary retail offers. The online availability check of goods has already established itself in shopping habits. Self-scanning checkouts and, in particular, mobile payment is also gaining in popularity. The increase in acceptance on the part of customers is most pronounced in the case of mobile payment. Whereas 12 percent paid by mobile in 2019, this figure had risen to one in five by 2021, with pandemic-related hygiene aspects being the decisive factor. Nevertheless, more than 25 percent of those surveyed said they would make use of it in the future.

There are also many other opportunities to make the customer journey exciting and convenient with the help of technical developments. I have already written a blog article on this. In the next article, I'll show you an exciting possibility.

[Blog article on the customer journey](#)

04 Generative AI in Fashion Retail

Artificial intelligence sits behind many modern business processes: Online availability queries, mobile payments, personalized marketing, automated inventory management, smart mirrors, etc. However, generative AI goes one step further: it can generate new content itself in the form of text, images, or audio and thus differs from the search engines we are familiar with. Currently, ChatGPT is making a name for itself. This is a (very good) prototype of a chatbot, a text-based dialog system based on machine learning. Here's an example.

I asked ChatGPT in writing, „Do you think you can give good advice to customers the textile trade?“

The answer: „As an artificial intelligence based on OpenAI's GPT 3.5 architecture, I have a broad knowledge of many topics, including textile retail. I can answer questions about textiles, fashion trends, and different materials, and can also make recommendations based on specific requirements. However, there are limits to my ability to consider customers' personal experiences or preferences. As a digital entity, I cannot consider specific preferences or needs like a human salesperson. Overall, however, I can be available as a sort of „virtual assistant“ and provide answers to common questions and recommendations based on the information you provide.“

One can pleasantly conclude that the chatbot does not suffer from overconfidence and knows its limitations. The coming years will show whether artificial intelligence can ever replace flesh-and-blood salespeople.

05 Why top managers always fall on their feet

In recent months, it became known that the textile retail chain Peek & Cloppenburg filed an application for protective shield proceedings with the district court in Düsseldorf. The reason given: The pandemic years had led to a three-digit million loss, and the online strategy had also not brought the hoped-for results. Almost at the same time, the media announced that former Peek & Cloppenburg top manager Nicolay Merkt, there managing director of the now closed online store Fashion ID, would become Chief Customer Officer at Galeria Karstadt Kaufhof GmbH. Now it is well known that this is also badly hit. Do you wonder how it is possible that such changes are possible at the top management levels? For many years, I have been observing the development that networks seem to be the more stable career ladder than demonstrable successes - and this with great concern.



Consulting News WORLD!

CEO André Maeder takes over further department stores

In addition to his position as CEO of The KaDeWe Group, he will additionally become CEO of the entire European Signa Luxury Department Store Group. This includes department stores such as Globus (Switzerland), Selfridges (UK), De Bijenkorf (Netherlands), Brown Thomas Arnotts (Ireland) and the KaDeWe Group (Germany). The goal, he said, is to create a world-leading luxury group that innovatively „defines the department store of tomorrow.“

Last year at the Round Table in Berlin, I spoke with André Maeder and others about topics that move retail: Shared Experience, Sustainability and Digitalization.

[Round Table with André Maeder](#)