

# Consulting News

Issue 33  
September 2023

- 01 Editorial
- 02 Do we still need leaders in the modern workplace?
- 03 Do you care about your employees' health?
- 04 Majority of consumers use loyalty apps
- 05 Invitation to the „Mindstep“ Leadership Seminar
- 06 Experience the „Festivalito di Tango“



„As soon as you realize, you're going round in circles, it's time to get out of line.“

## 01 Editorial

The fashion industry has been facing major challenges for some time. Experts are predicting a global downturn. The good news is that some sectors are less affected than others. Despite the uncertain economic situation and high inflation, there are long queues outside luxury boutiques. People are willing to spend large sums of money on luxury items. Why is this? Customers in this segment are less affected by crises.

On the other hand, rising inflation leads consumers to opt for cheaper brands or products. At the same time, new players from China are entering the market and revolutionizing the mid-price fashion segment. Fast fashion, which responds in real time to demand signals on social media, is taking over the industry. Sustainability seems to have been pushed into the background for the moment, although it is a long-term trend, as Theresa Schleicher of the Zukunftsinstitut knows.

I will give you some ideas on LinkedIn on how decision-makers in companies can deal with this topic.

Yours sincerely  
Monique Fischer

## 02 Do we still need leaders in the modern workplace?

The Corona pandemic has turned many traditional ideas about the structure of work upside down. From home-working days, office hours and weekly working hours to new ways of collaborating and making decisions, we have all been challenged to rethink. However, the discussions about which ways of working and which structures are good for a company have remained. At its core, the debate usually comes down to two opposing models: hierarchy versus holocracy. One notable difference between these two attitudes is their understanding of leadership. Leaders should consider the pros and cons of both models when deciding which is best for their organization and its people.

[Read my new blog post](#)

## 03 Do you care about your employees' health?

Companies are implementing more creative workplace wellness programs as the need to promote the physical and mental health of employees is moving up the agenda. Sickness absence costs companies a lot of money and places an additional burden on colleagues who must fill the gaps. The economic turmoil and skills shortages mean that companies have a lot to offer to retain staff and attract new ones. Many now offer standard programs such as discounted gym access, bike sponsorship or in-house mindfulness courses. Others are going a step further, with companies such as PwC and LinkedIn closing their offices for „mental health days“ to give employees time to catch their breath. In times of economic uncertainty and rising prices, approaches that help employees make financial, pension or investment decisions are also of particular interest.

What is your company doing to promote employee health? I look forward to exchanging ideas with you.

[Contact](#)

## 04 Majority of consumers use loyalty apps

80 per cent of consumers use company-owned or cross-company loyalty programs. These are some of the findings of the representative consumer barometer conducted by IFH COLOGNE in cooperation with KPMG. Loyalty programs are particularly popular in the fast-moving consumer goods (FMCG) sectors of food retailing, drugstores, and perfumeries. Here, benefits are the most important criterion for using a loyalty program. Interesting: In the sector of fashion, DIY, and consumer electronics aspects such as customer service and community play a much greater role. Stephan Fetsch, EMA Head of Consumer Goods and Retail at KPMG, summarizes why loyalty programs are important for retailers: „In the age of customer-centric retailing, two principles apply: firstly, know your customers and secondly, have data sovereignty over customer data. Direct interaction and communication with customers and a personalized shopping experience will become an indispensable standard for sustainable customer loyalty.“



## 05 Invitation to the „Mindstep“ Leadership Seminar

My extraordinary leadership training is based on my great passion: Tango Argentino. For me, „Mindstep“ means stepping out of the comfort zone - into a successful future. In a world of digitalization, personal contact is even more important. At the same time, building reliable relationships is an indispensable prerequisite for successful leadership. Using the dynamics of Tango Argentino as an example, I will show the role of mindfulness, attention, empathy, dialogue skills and body language in leadership and how to lead people towards a common goal. The next Leadership Seminar will take place on 04/05 October in Cipressa, Italy.

[More information](#)

## 06 Experience the „Festivalito di Tango“

Directly afterwards, I invite you to the „Festivalito di Tango“ there. Here I would like to share my passion and love with tango friends from all over the world. It is said that Cipressa, the enchanting little village in the very west of the San Lorenzo Valley in Liguria, is one of the most beautiful villages in Italy. Here you will not only find Italian culture, beautiful views, beach, and mountains, but a very special luxury: authentic people, genuine encounters, and deep connections. Even if you don't dance tango, the magical atmosphere will enchant you. In the Chiesa Fortezza di San Pietro in Lingueglietta, a unique religious monument from the 13th century, we will celebrate life on 06/07 October.

[More information](#)



## Consulting News WORLD!

### Luxury brands on the rise

LVMH Moët Hennessy Louis Vuitton recorded sales of 42.2 billion euros in the first half of 2023. This represents an increase of 15 per cent. The luxury goods company will also support the 2024 Olympic and Paralympic Summer Games in Paris as a Premium Partner. Luxury fashion house Hermès International also reported strong growth in sales in the first half of 2023, with sales of almost 6.70 billion euros. This represents an increase of 25 per cent over the same period last year.

### Exhibition in Zurich: Akris. Fashion. obvious

The Swiss fashion company Akris cultivates a culture of sensual minimalism. Its materials, cuts and colors make even extraordinary creations look „obvious“. The Museum für Gestaltung in Zurich presents the world of inspiration of the international fashion house from St. Gallen and the sophisticated craftsmanship and technical processes behind the collections.