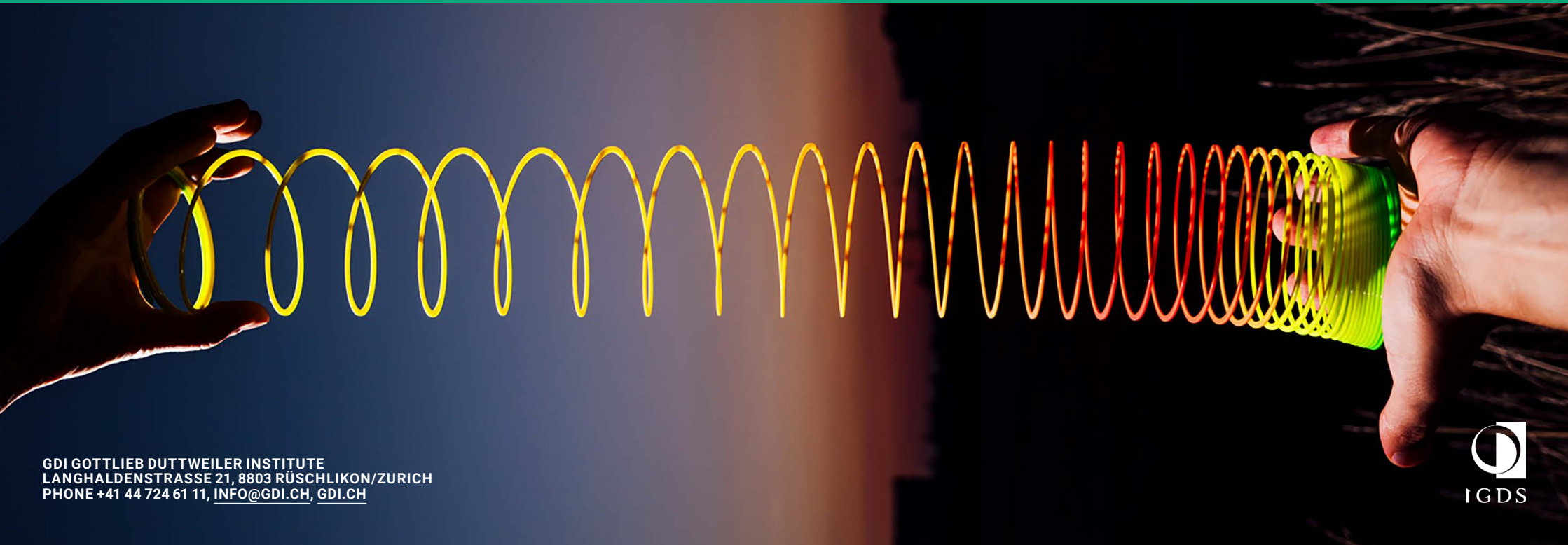


# GDI IMPACT LEADERSHIP PROGRAMME FOR DEPARTMENT STORES

DEVELOPING THE NEXT C-SUITE LEADERS  
IN PARTNERSHIP WITH  
INTERCONTINENTAL GROUP OF DEPARTMENT STORES

CREATING

FUTURES



# WHAT IS YOUR ESSENTIAL IMPACT AS A FUTURE C-SUITE LEADER? HOW CAN YOUR DEPARTMENT STORE BUSINESS SURVIVE AND THRIVE IN THE FUTURE?

*"We are at a critical juncture for the department store industry worldwide, and only the strongest and most innovative will survive. This is of deep concern to me, and I worry that there are not enough forward-thinking, innovative leaders in our industry who will be willing to risk changing the status quo and work to create a new model to attract consumers away from the alternative options that are performing well today at the expense of department stores."*

Terry J. Lundgren  
(former CEO & Chairman of Macy's Inc.)

## **THE GDI IMPACT LEADERSHIP PROGRAMME FOR DEPARTMENT STORES**

is a leadership development programme bringing you together with department store leaders from around the world, with the potential to take on greater leadership responsibility at the C-suite level in the near future.

Within this programme, open to leaders of all department store companies worldwide, you will define your impact leadership profile as an executive leader, integrate effective forward-thinking tools and develop your full leadership potential as a future shaper by having foresight and insight, reflecting and consciously making a transformational impact.

# **PARTICIPANTS CONNECT & CO-CREATE WITH PEERS IN THE GLOBAL DEPARTMENT STORE INDUSTRY**

## **TOP PERFORMER**

Are you recognised as a high-performing senior manager within your organisation, currently at level 3?

## **POTENTIAL FOR C-SUITE LEVEL**

Are you ready to take on wider accountability and leadership responsibility at the C-suite level in the near future (potential for level 2)?

## **EXPERIENCED MANAGER**

Are you an experienced manager with at least 5 years' experience in the department store/retail industry?

*... then join other executives from different organisations, cultures and nationalities from the global department store industry for an enriching learning experience that will help you define your leadership impact and future.*



# KEY LEARNINGS

## UNLOCK THE POWER OF THREE IMPACT LEADERSHIP LEVELS

Impact leadership is grounded in addressing the following three questions. The programme is highly interactive and highlights these three levels and their interconnections.

**WHY** does our department store industry need to transform?

**WHAT** do we need to do to stay agile?

**HOW** do we act as impact leaders to proactively create our future together?

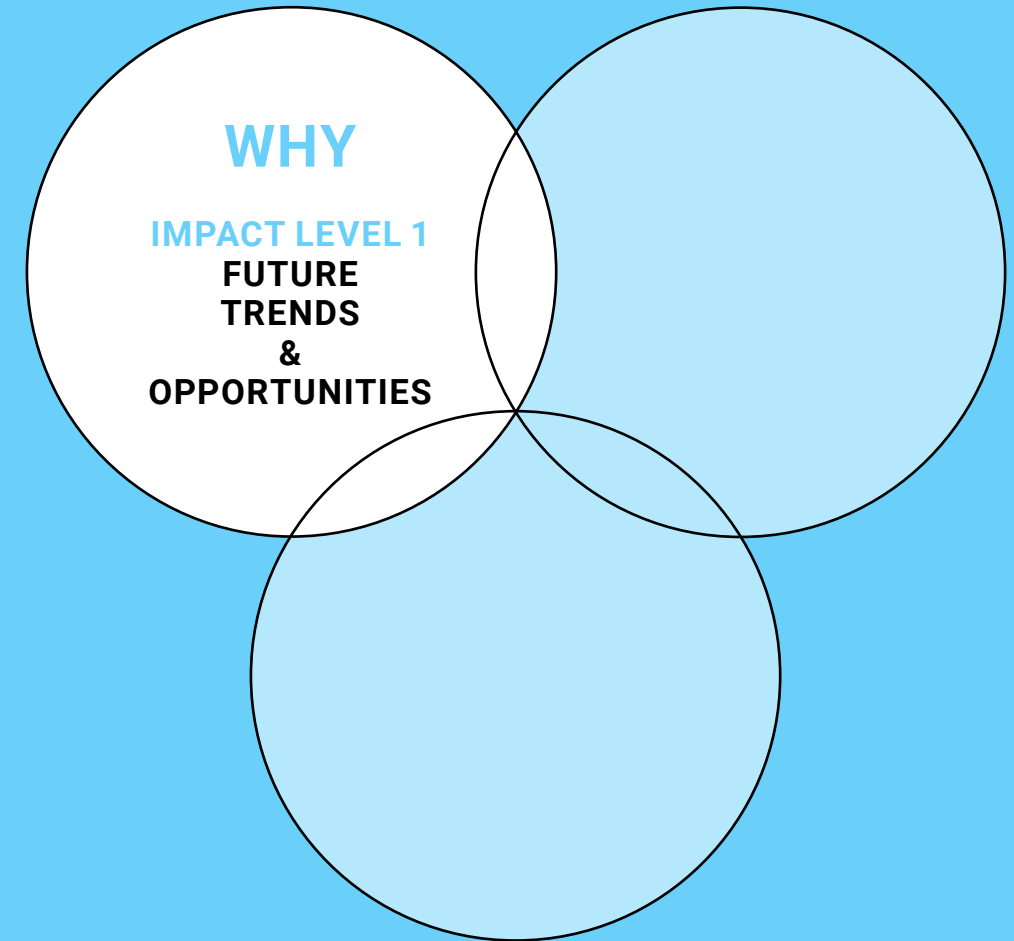


# IMPACT LEVEL 1: WHY LEADERSHIP SKILL FORESIGHT

## **WHY** does our department store industry need to transform?

The dynamic driving forces behind economic, societal and environmental change.

- Analyse the trends in society, the economy, technology and the environment and evaluate how they impact the industry and your business
- Understand the fundamentals behind the development of customer needs – and reflect on what it takes to create an excellent customer experience
- Be aware of yourself as a leader – and how trends impact you and your leadership



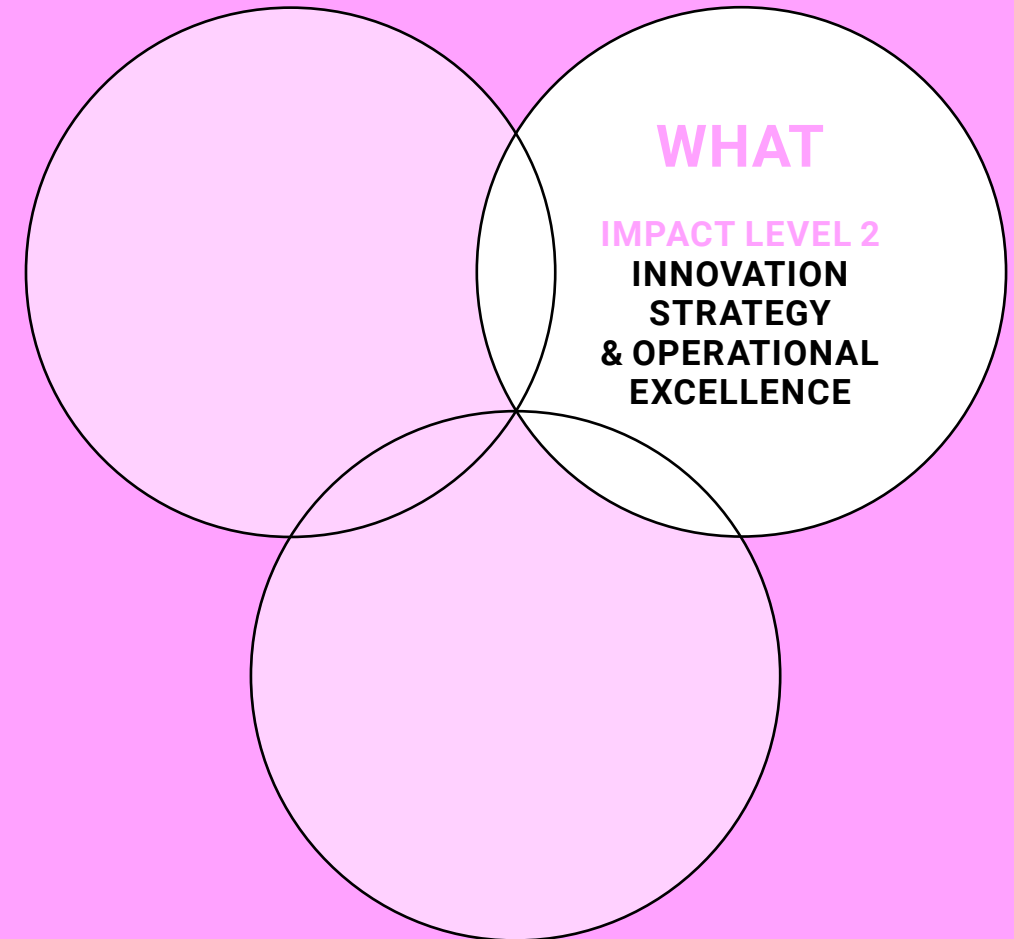
20% OF PROGRAMME

## IMPACT LEVEL 2: WHAT LEADERSHIP SKILL INSIGHT

### WHAT do we need to do to stay agile?

A systematic approach to continuous innovation and organisational development.

- Develop a holistic understanding of strategy, structure and culture – recognise challenges and risks and where to create the greatest impact
- Reflect on areas of operational excellence and innovation – and build on your awareness of how conflicting goals can be tackled
- Work with efficient tools throughout the innovation funnel – from creating ideas to business concepts



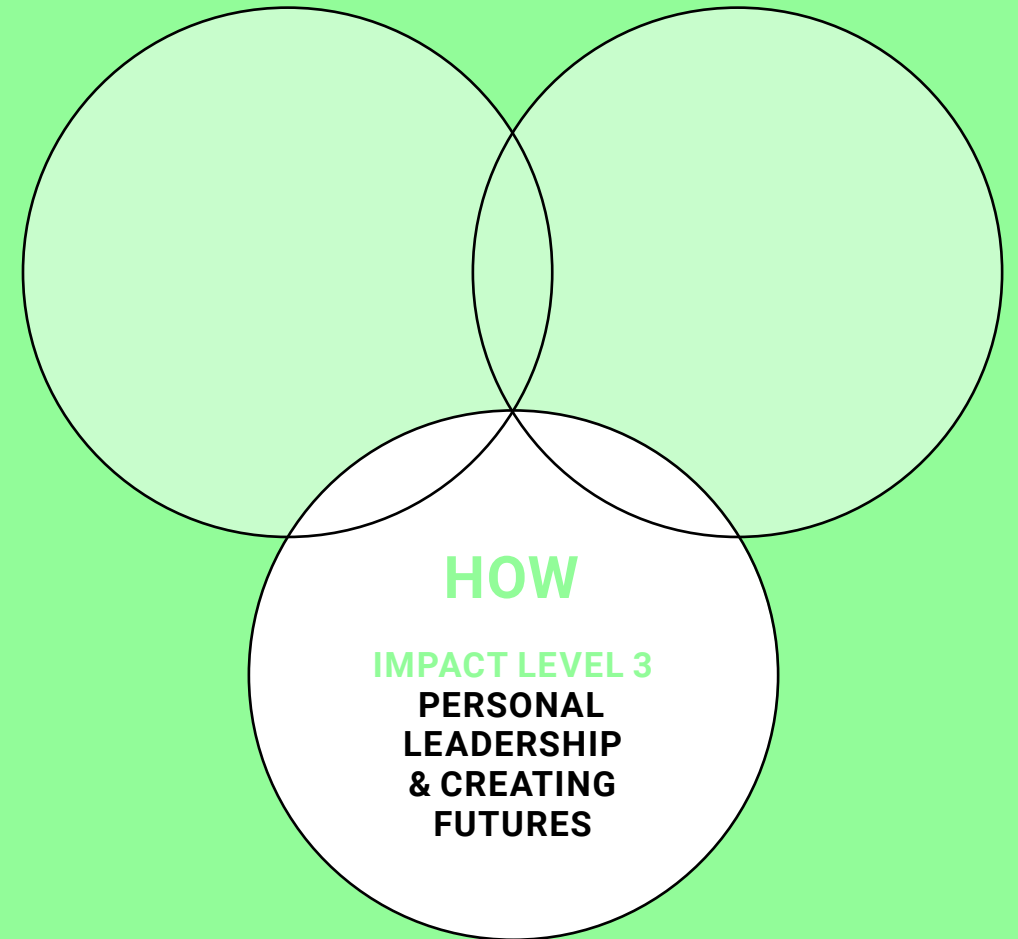
20% OF PROGRAMME

## IMPACT LEVEL 3: HOW LEADERSHIP SKILLS REFLECTION & ACTION

**HOW** do we act as impact leaders to proactively create our future together?

Energising ourselves, our teams and our organisations.

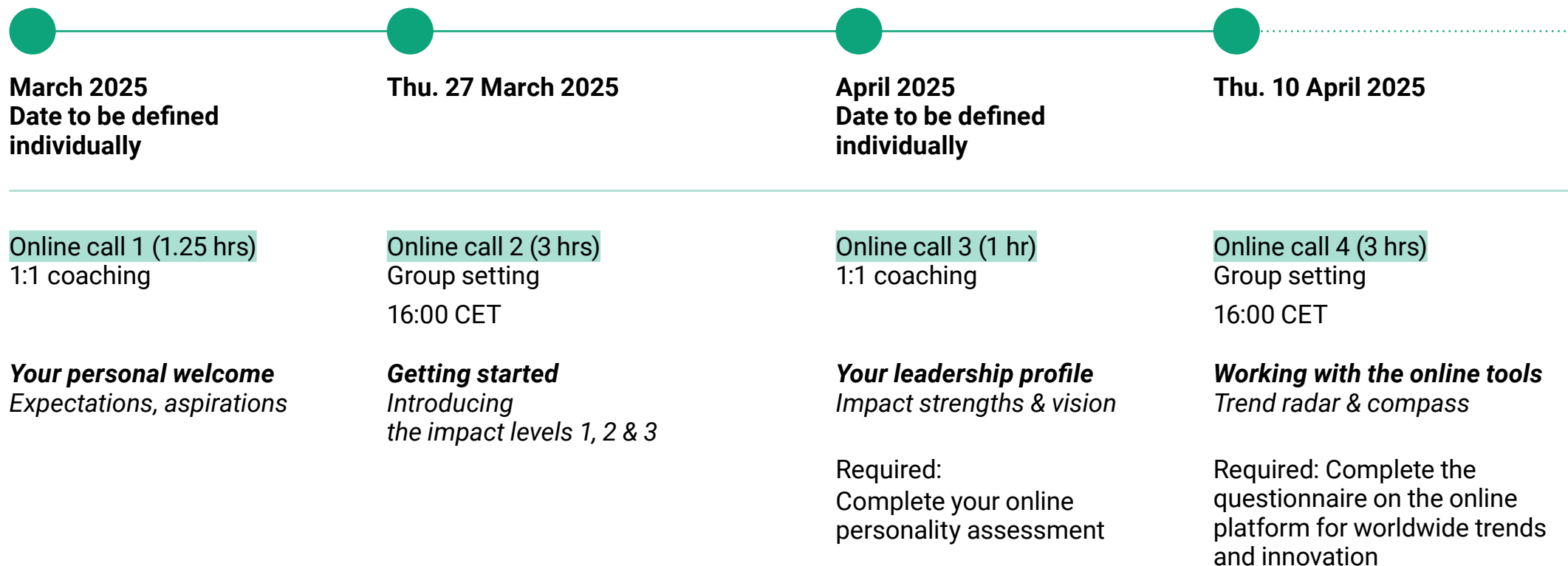
- Reflect on your personal impact leadership profile, in particular your impact strengths, and how to build on them as an individual and in your team
- Define your vision, personal ambition and strategic network
- Lead effectively and mobilise people by defining your personal set of impact tools



60% OF PROGRAMME

# YOUR IMPACT JOURNEY

## STAGE 1: CONNECTING / ONLINE PREPARATION & PERSONALISED COACHING





# YOUR IMPACT JOURNEY

## STAGE 2: CO-CREATING / AT THE GDI CAMP (3.5 DAYS)

| ●<br>Mon. 05 May 2025   | ●<br>Tue. 06 May 2025   | ●<br>Wed. 07 May 2025   | ●<br>Thu. 08 May 2025   |
|---|---|---|---|
|   | <p><b>From trends to action fields</b></p> <p><b>Foresight</b><br/><i>Agile foresight workshop</i></p> <p><b>IMPACT LEVEL 1</b></p>                                     | <p><b>Defining your impact strengths</b></p> <p><b>Reflection</b><br/><i>Peer groupwork</i></p> <p><b>IMPACT LEVEL 3</b></p>  | <p><b>Boosting your future impact</b></p> <p><b>Reflecting &amp; presenting your impact statement</b><br/><i>Peer feedback</i></p> <p><b>IMPACT LEVEL 3</b></p>   |
| <i>Lunch at the GDI</i>   |   | <i>Lunch at the GDI</i>   |   |
| <p><b>Quo Vadis department store industry</b></p> <p><b>Orientation &amp; deep dive with the GDI think tank</b></p> <p><b>IMPACT LEVELS 1, 2, 3</b></p> | <p><b>Operational excellence &amp; innovation</b></p> <p><b>Insight</b><br/><i>Bridging polarities in your team &amp; organisation</i></p> <p><b>IMPACT LEVEL 2</b></p> | <p><b>Unlocking the power of the three impact levels</b></p> <p><b>Making a transformational impact</b><br/><i>Peer case consulting</i></p> <p><b>IMPACT LEVELS 1, 2, 3</b></p> | <p><b>Building your strategic network &amp; plan</b></p> <p><b>Leading with impact: Transfer of learning</b><br/><i>Defining your next strategic moves, action planning</i></p> <p><b>IMPACT LEVELS 1, 2, 3</b></p> |
| <i>Networking dinner at the GDI</i>   | <i>Crossing Lake Zurich, Themed dinner</i>  | <i>Unconference, Dinner at the GDI</i>  |   |

# YOUR IMPACT JOURNEY

## STAGE 3: PERFORMING / AT THE IGDS WORLD DEPARTMENT STORE SUMMIT (1.5 DAYS) & PEER COACHING

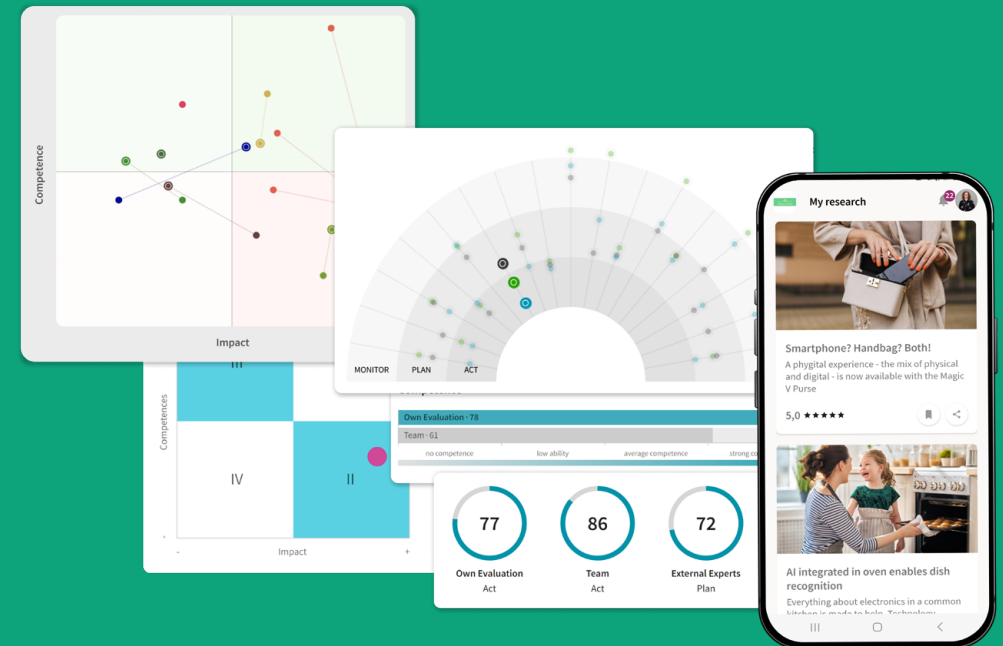


# CO-CREATION

**You will be introduced to a cutting-edge online process to evaluate current trends and continuously monitor the latest innovation news on the market in order to co-create future scenarios and concepts with your colleagues.**

- You will use an online trend radar and compass to organise your foresight in an efficient way.
- You will learn to cooperate with peers on an online trend board and within an online process.
- You will experience how to facilitate a workshop to translate trends into action fields and future concepts.

Based on a comprehensive “State of the Industry Report” and a detailed “Trend Classification” developed by the GDI think tank, you and your group will define the most important trends impacting the present and future department store industry. You will translate these trends into action fields, defining first possible steps as a future shaper. These results can be a take-away for you from this programme that will encourage necessary future-oriented conversations within your organisation.



# PERSONALISED COACHING

## INDIVIDUAL COACHING

You will start the journey with a confidential one-to-one expectation and aspiration talk, as well as a one-to-one coaching session integrating the newly developed best-in-class personality self-assessment PrinciplesYou (created by Ray Dalio, Dr. Adam Grant, Dr. Brian Little and Dr. John Golden, based on the scientifically proven Big Five personality assessment. For more information, see: [www.principlesyou.com](http://www.principlesyou.com)).

## PEER COACHING

Gather fresh insight and feedback with your “reflection buddy” who you will select from among all the participants in your group. Your peer coaching partner will not only reflect with you throughout the programme. Very often, these buddy teams also continue collaborating after the programme.

## GROUP COACHING

Within the GDI camp in Zurich, you will benefit from sharing experiences and gaining feedback on current leadership challenges in a safe setting.

**UNDERSTAND  
YOURSELF.**

**UNDERSTAND  
OTHERS.**

**HELP OTHERS  
UNDERSTAND  
YOU.**

PrinciplesYou  
from Ray Dalio, Co-creator of PrinciplesYou

# YOUR LEARNING VENUES

## GDI CAMP

GDI  
Gottlieb Duttweiler Institute  
Langhaldenstrasse 21  
8803 Rüschlikon/Zurich

Nestled in the beautiful parklands of the GDI Foundation, with a view over Lake Zurich

30 mins. from Zurich Airport  
15 mins. from Zurich city centre  
5 mins. from your hotel (on foot)

## IGDS WORLD DEPARTMENT STORE SUMMIT

IGDS World Department  
Store Summit 2025  
Seoul, South Korea

The modern retail landscape of Seoul features important full-line department stores such as Lotte, Hyundai, Shinseage, Hanwha Galleria as well as compelling specialty retailers.





## ABOUT GDI – CREATING FUTURES



### **LUKAS JEZLER**

*CEO, Gottlieb Duttweiler Institute*

The Gottlieb Duttweiler Institute (GDI) is the oldest think tank in Switzerland. It researches the future using trend studies and international conferences, develops innovation strategies and trains the managers of tomorrow.

Through its activities, the GDI bridges the gap between science and practice. Its focal areas are retail, nutrition and health within the context of society, technology and the environment. The GDI is also a venue for hosting business events. The GDI is an independent institute supported by the Migros Culture Percentage.

## ABOUT IGDS – DESTINATION DEPARTMENT STORES



### **ANDRÉ MAEDER**

*President, Intercontinental Group of Department Stores*

The Intercontinental Group of Department Stores (IGDS) is the largest membership group for department stores only. Founded in 1946 as a non-profit association in Switzerland, its purpose is to connect and inform members as well as representing the department store industry.

The annual IGDS World Department Store Summit is the department store sector's gathering. Prompting themes and topics are addressed by a top line-up of speakers and experts. The summit attracts up to 350 CEO and senior executive representatives from department stores, specialty retailers, brands, suppliers and service providers. The programme is designed for sharing perspectives, exchanging know-how and networking globally.

# THE PROGRAMME TEAM

**TANJA INEICHEN**

*Programme Director,  
Co-facilitator, Coach*

Head of Leadership & Transformation at the GDI; certified PrinciplesYou coach; renowned author in the field of impact leadership; Master's degree in commerce, Vienna University of Economics & Business; 15+ years of business experience in the retail industry.

**SUSAN SHAW**

*Innovation Strategy Expert*

Head of Strategic Services at the GDI; Master's degree in social sciences at the Universities of Zurich and Madrid; 20+ years of business experience as a translator of research insights into strategic recommendations and action fields, identifying future trends and analysing consumer behaviour in various industries.

**JEAN-CLAUDE COURTO**

*Co-creation Expert,  
Co-facilitator, Coach*

Independent organisational developer, coach and management trainer at the motiv-ch network (co-founder); economist, University of Basel; passionate flow team designer and FlowStyle specialist; 20+ years of experience co-creating customer solutions with impact.

**GIANLUCA SCHEIDEGGER**

*Senior Researcher  
at the GDI think tank*

Behavioural economist and consumer behaviour specialist; PhD from the Institute of Retail Management at the University of St. Gallen, one of Europe's leading business schools; graduate courses in retailing at the University of St. Gallen; practical experience in campaign management and strategic marketing.

# START YOUR IMPACT JOURNEY

## 5 DAYS ON SITE WITHIN AN IMPACT JOURNEY OF 4 MONTHS (IN TOTAL), INCLUDING:

- 3.5** days on site at the GDI Camp:  
Mon. 5 May to Thu. 8 May 2025, Switzerland
- 1.5** days on site at the IGDS World  
Department Store Summit:  
Wed. 11 to Thu. 12 June 2025, Seoul, South Korea
- + Facilitated online process with 4 online group meetings
- + 2 one-to-one coaching sessions and  
1 transfer coaching session (in a small peer-group setting)
- + Personality assessment analysis
- + Access to a platform for worldwide trends  
and innovations

**Programme language:** English

### FEE

**CHF 7670**

(price includes all course materials, dinners, lunches, coffee breaks and free admission to the IGDS World Department Store Summit 2025; price excludes accommodation and travel expenses)

### NOMINATION

September 2024 to Fri. 28 February 2025

### START OF ONLINE PROGRAMME

March 2025

### END OF ONLINE PROGRAMME

July 2025

### OFFERED

Once a year to 12–24 talents  
nominated by department stores



### MORE INFO & APPLICATION:

[gdi.ch/en/leadership-department-stores](https://gdi.ch/en/leadership-department-stores)

- Maximum of 3 participants  
per department store  
company
- English language proficiency  
required
- First come, first served

Contact: Tanja Ineichen  
Programme Director,  
Head of Leadership &  
Transformation at the GDI  
[tanja.ineichen@gdi.ch](mailto:tanja.ineichen@gdi.ch)  
+41 44 724 62 09