

6<sup>th</sup> January 2022

Dear Members,

## COMPLIMENTARY WEBINAR - THE FUTURE OF RETAIL : TRENDS, CONSUMERS AND MANPOWER (12 JAN 2022)

Happy New Year!

To kick off the new year of 2022, we would like to inform you of a complimentary webinar titled "*The Future of Retail : Trends, Consumers and Manpower*", organised by Singapore Institute of Retail Studies (SIRS), Workforce Singapore (WSG), and WGSN.

You may refer to the details below for registration purposes.

Regards,

Singapore Jewellers Association

2022年1月6日

致: 全体会员

## 网络研讨会 - 零售的未来: 趋势、消费者和人力(2022年1月12日)

新年快乐!

本会敬此通知,新加坡零售管理学院 (SIRS)、新加坡劳动力发展局 (WSG)和 WGSN 将组办一场名为"*零售的未来: 趋势、消费者和人力*"的免费网络研讨会。

请参考以下的详细信息进行注册。

感谢您的关注

新加坡金钻珠宝商会



Local retailers have been transitioning to omni-channel strategies to adapt to the everchanging pandemic circumstances. Despite that, storefront roles such as Retail Associates remain crucial for the industry. To deliver a seamless omni-channel customer experience, retailers need to redesign the job scope of their storefront staff to incorporate digitalisation duties such as engaging customers online or studying customers 'data. The post-pandemic consumers will demand new forms of digital connectivity and human connection. So how can brands and companies win in this era of commerce across categories? In this webinar, WGSN's Trend Expert Charlie Clark will introduce their annual white paper, Future Consumer 2023, on exploring the consumer profiles who will shape the world around us. In addition, Workforce Singapore will share the manpower trends and the various support available for the retail industry as it adjusts and recovers from the effects of the pandemic.

## Date: 12<sup>th</sup> January (Wed) Time: 3pm – 4.30pm

**RSVP Here** 

## About the Speaker Charlie Clark, WGSN Trend Expert

Charles has an in-deepled and actived with forecasting the has expired and actived WGM illents around tyRA and ANA, over the last two years. Charles helps dents understand consume thilts and translate bronds into product development and buring declares. Site is a frequent sponker at many high tode shows and conferences auch a inducted. Active in Security Roog Kong Disasteries and the radium form About the Speaker Eunice Liau, Tourism Division, Workforce Singapore

Lumbe is an industry orgagement office for field comparises, who specific to fielders across the ordestopenent. By understanding their mangement challenges and heads, the provides advised to comparise on fielding heights and the relevant mangement optimizing is sufficient.

Organised by:





