

THIS IS RETAIL:

21 LEADERSHIP LESSONS FROM RETAIL EXECUTIVES

“Communication is the key to **EVERYTHING.**” 

- Laura Sen, BJ's Wholesale Club CEO

“Never let anybody **OUTWORK** you.”

- Matthew Shay, National Retail Federation President & CEO

“Be flexibly **STUBBORN.**”

- Jeff Bezos, Amazon.com Founder & CEO

“**NEVER** give up.”

- Tony Hsieh, Zappos.com CEO

“The more you make other people successful, the more **successful** you will be.”

- Mindy Grossman, HSNi CEO

“Have a five-year **GOAL.**”



- Jim Wright, Tractor Supply Co. Chairman

“Don't be **INTIMIDATED** by what you don't know.”

- Sara Blakely, Spanx Founder & CEO



“Find **TRUTH** IN **TRIALS** and **LESSONS** IN **MISTAKES.**”

- Howard Schultz, Starbucks CEO

“You develop **STRENGTH** through adversity. You have to keep **MOVING** towards your goal through **HUGE** obstacles.”

- Mickey Drexler, J. Crew CEO

“You can't have it all, but you can have **what you want.**”

- Kay Krill, ANN, INC. CEO

“**DREAM BIGGER.**”

- Steve Jobs, Apple, Former CEO

“Your great people today will make you even greater **tomorrow.**”

- Craig Boyan, H-E-B President & COO

“Be a **SPONGE**.
Curiosity is life.
Assumption is death.
Look around.”

- Mark Parker, Nike CEO

“There is only **1 BOSS,**
THE CUSTOMER.”

- Sam Walton, Walmart Founder

“*You can't always be right.*
Admit it when something is not working.”

- Jenny Ming, Charlotte Russe CEO

“Be **OPEN.** Your way is not necessarily the only way or the right way.”

- Lisa Price, Carol's Daughter, Founder & President

“**Bloom** where you're planted.” 

- Terry Lundgren, Macy's, Inc. CEO

“Hire and work with people better and smarter than yourself.”

- Tory Burch, Tory Burch, LLC CEO



“You can't get too **FOCUSED** on worrying about what's going to happen.”

- Jim Sinegal, Costco Co-founder

“When you find your *passion*, hold on to it.”

- Bob Myers, Sheplers Western Wear President & CEO



“**Intuition** is the doorway to release your genius.”

- Kip Tindell, The Container Store CEO