

Retail Infographic



The Case for Modern Learning in Retail

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Total retail sales in the US hit **\$4.846 trillion** in 2016.¹



Ecommerce sales in the US grew more than **15%** in 2016, reaching more than **\$341 billion**.²



36% of consumers say that social networks provide their main inspiration for purchases.³



only **1%** of well-established retailers strongly agree that they encourage employees to experiment with new technologies.⁴

Well-established retailers are

11%

less likely to believe they have the right people in their organization to address evolving customer and talent demands.⁵

24%

less likely to invest in employee learning than Internet-age retailers.⁶

68%

of consumers say it's absolutely critical or very important to interact with a salesperson who understands their preferences or needs.⁷

78%

of consumers rate "sales associates with a deep knowledge of the product range" as the most important factor for the in-store shopping experience.⁸

44%

consumers typically know more about a product than a store associate.⁹



13

million people work in retail in the US.¹⁰

35%

The retail industry suffers from a turnover rate of **35%**.¹¹



7%

of Millennials perceive work in retail as engaging.¹²



60%

Customer experience leaders have **60%** more engaged employees.¹³



80%

Organizations that have over **90%** employee engagement retain over **90%** of their customers.¹⁴



147%

Companies with highly engaged employees outperform their competitors' earnings by **147%**.¹⁵



retailers that cross-train their sales leaders regularly generate **10-15%** higher revenue and as much as **28%** higher engagement scores.¹⁶



Companies with a strong learning culture have **30%-50%** higher engagement and retention.¹⁷

¹ The Retail Industry Leaders Association (RILA) Retail Industry Outlook Report, 2016.
² The Retail Industry Leaders Association (RILA) Retail Industry Outlook Report, 2016.
³ The Retail Industry Leaders Association (RILA) Retail Industry Outlook Report, 2016.
⁴ The Retail Industry Leaders Association (RILA) Retail Industry Outlook Report, 2016.
⁵ The Retail Industry Leaders Association (RILA) Retail Industry Outlook Report, 2016.
⁶ The Retail Industry Leaders Association (RILA) Retail Industry Outlook Report, 2016.
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⁹ The Retail Industry Leaders Association (RILA) Retail Industry Outlook Report, 2016.
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¹³ The Retail Industry Leaders Association (RILA) Retail Industry Outlook Report, 2016.
¹⁴ The Retail Industry Leaders Association (RILA) Retail Industry Outlook Report, 2016.
¹⁵ The Retail Industry Leaders Association (RILA) Retail Industry Outlook Report, 2016.
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¹⁴ The Retail Industry Leaders Association (RILA) Retail Industry Outlook Report, 2016.
¹⁵ The Retail Industry Leaders Association (RILA) Retail Industry Outlook Report, 2016.
¹⁶ The Retail Industry Leaders Association (RILA) Retail Industry Outlook Report, 2016.
¹⁷ The Retail Industry Leaders Association (RILA) Retail Industry Outlook Report, 2016.