

20 Questions with Macy's Danielle Kirgan

Background

Danielle Kirgan was appointed chief transformation and human resources officer of Macy's, Inc. in January 2020. As chief transformation and human resources officer, Kirgan is responsible for the full range of human resource functions, including strategy, associate relations, organizational development (corporate, field and logistics), talent and performance management, compensation and benefits and training and development.

Macy's, Inc. is one of the nation's premier retailers. The company comprises three powerful retail brands: Macy's, Bloomingdale's and Bluemercury. Macy's, Inc. is headquartered in New York City.



Video Format

24 minute video that covers:

- ❖ Skills important to retailers.
- ❖ Hiring processes.
- ❖ Tips for successful communication.
- ❖ Leadership traits.

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Activity

Watch the 20 Questions video: <https://nrffoundation.org/blog/20-questions-macys-hr>

Then answer the following questions.

- 1. According to Danielle Kirgan, what are the three most important skills when working in retail?**
- 2. How did she set herself apart from others to get the job she has now?**
- 3. What does a company like Macy's look for in a potential employee?**
- 4. What is Kirgan's favorite part of her job?**

- 5. What skill does Kirgan believe is the most important skill for a professional to possess?**
- A. Leadership
 - B. People
 - C. Listening
 - D. Time management
- 6. Why is listening so important in the workplace?**
- 7. Now that you've heard about Kirgan's role and advice, what excites you about working in retail? What are the skills you think you could improve?**