

























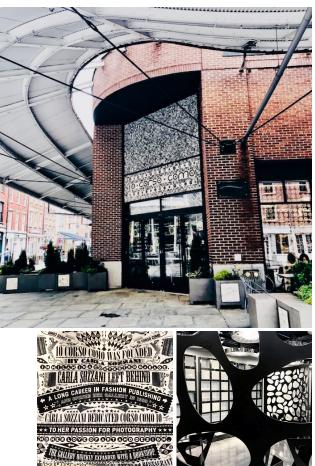
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"Computers and smart devices are among the greatest intellectual gifts ever created for man but, if not balanced with human contact, may offer little to develop one's heart."

Angela Ahrendts



Corso Como











Placemaking: Digital to Physical



The Customer Journey: 4 Gestures

Invitation **Engagement Conversation** Action

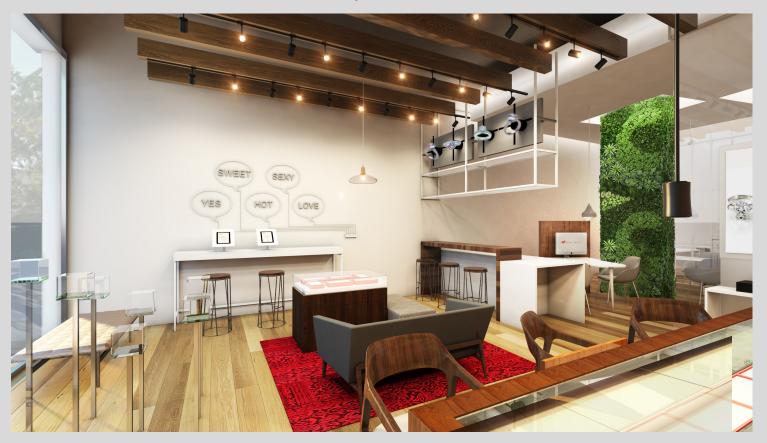
The Customer Journey: INVITATION



The Customer Journey: INVITATION



The Customer Journey: E N G A G E M E N T



Placemaking: Place to Place



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STORYTELLING: AUTHENTIC ENGAGEMENT

"Storytelling broadens our minds: engages, provokes, inspires, and ultimately, connects us."

- Robert Redford.