

COMPETENCE MANAGEMENT IN MUSEUMS: STRATEGY AND ORGANISATIONAL DEVELOPMENT

**JUNE
30
2026**

Venice School of Management
Campus San Giobbe

Saraceno Room
10.30 - 12.00



Katja Lindqvist

Associate professor and senior lecturer at the Department of Service Studies at Lund University, Sweden

Museums today are facing complex challenges due to changes in digital technologies, global migration and increasing demands as regards collaboration and societal relevance.

The range of services and activities expected of and at museums is today broader, demanding increasingly diversified competence at a time when economic conditions for museums have not radically changed.

Thus, pressure is put upon museums to strategically approach their competence needs, and to actively manage competence for the future, in order to secure long-term organisational goal achievement.

This book addresses the lack of research on strategic management and development of museums by defining, mapping and discussing competence management practices, based on research and a comparative case study across four museums in Sweden.

It offers students and researchers, as well as museum practitioners, an elaboration on both research on competence management and provision in general and how this is currently practiced in the museum sector, something which is largely overlooked in comprehensive museum management books.