

Museum Professionals and the development of new knowledge and skills

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Museum professionals around the world need an increasingly wide variety of skills. They need to listen and to speak, they need to refresh their knowledge and re-visit through the lenses of their experience their vision and beliefs. They need to become aware of new trends and ideas, to acquire new competences, to be inspired and engaged. Recent research in various parts of the world provide evidence about these needs: specialist knowledge and heritage-specific skills, particularly around collections, need to be retained, protected and shared; business and management skills are needed by all, even those who do not have the word ‘manager’ in their job titles; ‘personal qualities’ like commitment, communication skills, critical skills and so on become more and more important. But, even more pressing that all the above seem to be the digital skills: museums around the globe need to create enriched, multi-layered experiences for audiences and to develop curatorial practices that take advantage of the opportunities supported by technologies, such as multiple narratives, crowdsourcing of object knowledge and interpretation, curation and storage of information.

This paper will present these views and argue that museum professionals today more than ever before need to be particularly aware of CPD opportunities, to network and to pursue, in particular, relation-based models of CPD throughout their careers.