

XXV. International RESER Conference: Learning in value networks as a challenge for digitalized service innovations

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Abstract

The digital era revolutionizes traditional hierarchical and sector-specific service provision: roles of professionals and employees, organizations and managerial practices are changed. Digitalization calls for new forms of institutional change and learning. The aim of the paper is to outline an intervention method for enhancing inter-organizational learning. The paper explores how organizational learning theories have been present in discussion on co-creation of value networks and ecosystem management so far. Potential risks as impediments and motivational factors as opportunities for learning are identified and weighed up based on previous literature. Ways of tackling the risks and preparing the arena ready for co-creative encounters and learning between value creators are discussed. Then, it elaborates and makes the learning process in a value network explicit with theory of expansive learning.