

Q&A: Marriott's Chief Customer Experience Officer on the Importance of Collaboration

Like many of us, Marriott's chief customer experience officer, Adam Malamut, wears multiple hats. Most of us, however, don't have a Ph.D. in organizational psychology and can nimbly move between encouraging people to connect seemingly disparate dots and brokering peace between two areas that don't align. "Sometimes I laugh and tell people I toggle between... <https://www.adweek.com/digital/qa-marriotts-chief-customer-experience-officer-on-the-importance-of-collaboration/>