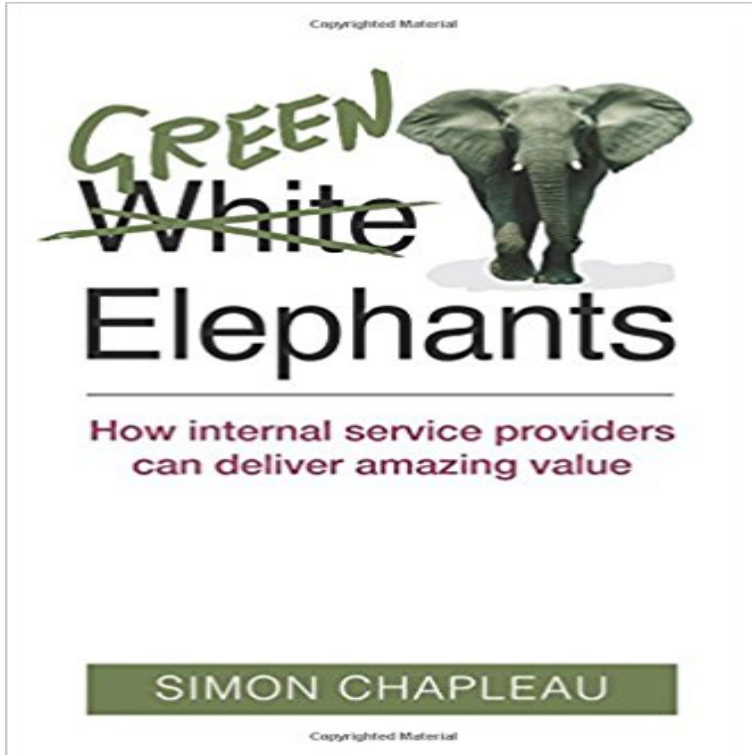


# Green Elephants: How internal service providers can deliver amazing value



How can an internal service providers create value? How can you add value when you dont have real clients? Whether IT, HR, finance, legal, logistics or other, internal service providers are being asked to step to the plate and become value creators. But how? Why are some internal service providers considered strategic partners while others are merely cost centres? Why some ISP seem to have limitless budgets while others fight for every penny they have? Personality: the most powerful way to look at internal service providers and the value they add. And it all starts with four personality profiles: the Accountant, the Butler, the Nanny and the Agent. Personality plays a role in every type of daily actions, from how your service team handles user requests, from the way you manage projects to the employees you hire. And by aligning your personality to the need of the organization, you can become a real strategic partner. To explore and explain the role personality plays in every day action, Simon Chapleau looks beyond internal service providers, delving into behavioural and social studies, psychology and marketing, as well as conducting in-depth interviews with internal service providers that succeeded at becoming value creators. Chapleau reveals why a majority of spouses are surprised by their partners decision to divorce, and why you shouldnt trust your intuition when evaluating the status of your relationships. What differentiates successful dieters from the others (hint, they start their day in a very bad way). And why giving great service isnt enough to satisfy your users. Whether you realize it or not, you are already an Accountant, a Butler a Nanny or an Agent. The question is, are you playing to your strengths and are you aligned with what the organization expects of you. This book will show you.

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