



Amy Castro
PERFORMANCE COMMUNICATION

Myers-Briggs Type Indicator® (MBTI®)

The *Myers-Briggs Type Indicator*® (MBTI®) assessment has helped millions of people worldwide gain insights about themselves and how they interact with others—and improve how they communicate, learn, and work. It provides a powerful framework for building better relationships, driving positive change, harnessing innovation, and achieving excellence. The MBTI assessment helps individuals identify their preferences in four areas key areas: Where they focus their attention, How they take in information, The way they make decisions based on that information, and How they deal with the world.

Why It's Popular

The Myers-Briggs assessment is the world's most trusted personality assessment because it is:

- Easy to grasp, insightful, and thought provoking
- Reliable and valid, backed by ongoing global research and development investment
- Highly flexible in terms of administration options and applications
- Available in 20+ languages—with new translations in the pipeline and with culturally appropriate norms for each country for which a translation is available
- Backed by excellent support and guidance through CPP's global distributor network

How It Helps

The MBTI assessment is ideal for a wide range of applications, including:

- Team development—helps ease communication among team members, identify team strengths and weaknesses, and create action plans for improved performance
- Leadership development—deepens leaders' understanding of their personality type and the types of those they are leading to help them manage better, give more meaningful feedback, and improve individual and team performance
- Conflict management—improves skills in identifying sources of conflict and intervening early to prevent underperformance, disruption, and disengagement
- Stress management—builds resilience, increases productivity, and offers strategies for identifying and managing stress triggers
- Career transition and planning—helps guide individuals on career choice, development, and management

**Contact Amy for more information about how these assessments can help you or your team!
281.728.2248, Amy_Castro@ictstexas.com**

Strong Interest Inventory®

The Strong Interest Inventory® assessment is one of the world's most widely respected and frequently used career planning tools. It has helped both academic and business organizations develop the brightest talent and has guided thousands of individuals—from high school and college students to midcareer workers seeking a change—in their search for a rich and fulfilling career.

Why It's Popular

The Strong Interest Inventory assessment is a trusted tool because it is:

- Empirically based
- Underpinned by rigorous science and research
- Regularly updated to reflect changes in today's world of work
- Backed by excellent support and guidance through CPP's global distributor network

How It Helps

The Strong Interest Inventory assessment is ideal for a wide range of applications, including the following:

- Choosing a college major—helps students uncover their career interests and identify which areas of study are appropriate or required for a particular field
- Career exploration—opens up the world of work to first-time career seekers and those considering career transition by identifying their interests and demonstrating how they relate to various occupations and careers
- Career development—helps heighten individuals' self-awareness and provide deeper understanding of individual strengths and blind spots, including work style and risk-taking orientation
- Employee engagement—helps employees align their interests with areas of responsibility in their job that reflect those interests
- Reintegration—helps individuals navigate the reintroduction process after a period of disconnection

Contact Amy for more information about how these assessments can help you or your team!
281.728.2248, Amy_Castro@ictstexas.com

Thomas-Kilmann Conflict Mode Instrument (TKI®)

The Thomas-Kilmann Conflict Mode Instrument (TKI®) tool is the world's best-selling tool for helping people understand how different conflict-handling styles affect interpersonal and group dynamics—and for empowering them to choose the appropriate style for any situation.

The TKI tool assesses an individual's typical behavior in conflict situations and describes it along two dimensions: assertiveness and cooperativeness. It provides detailed information about how that individual can effectively use five different conflict-handling modes, or styles.

Why It's Popular

The TKI tool is the world's best-selling conflict management assessment because it:

- Facilitates learning to use five practical, situation-specific styles for dealing with conflict effectively (competing, collaborating, compromising, avoiding, accommodating)
- Helps trainers, managers, and other professionals open productive one-on-one and group discussions around conflict
- Reflects today's gender, racial, ethnic, age, and job-level diversity in the workplace—based on an updated normative sample
- Is quick (30 items, takes just 15 minutes) and easy to understand, and requires no special training or certification to administer
- Is backed by excellent support and guidance through CPP's global distributor network

How It Helps

The TKI assessment is ideal for a wide range of applications, including:

- Conflict management—to identify different conflict-handling styles and to learn how to choose the appropriate style for any situation
- Team building—improves team functioning by helping members reconcile differences and work together more effectively
- Leadership development—enhances leaders' conflict management skills
- Performance improvement—helps eliminate barriers to effective performance
- Stress reduction—gives employees the capacity and tools to identify and manage workplace stress
- Retention—helps employees be successful, improve morale, and stay engaged in order to build a stronger organization and retain the best talent

**Contact Amy for more information about how these assessments can help you or your team!
281.728.2248, Amy_Castro@ictstexas.com**

Fundamental Interpersonal Relations Orientation™ (FIRO®)

The *Fundamental Interpersonal Relations Orientation*™ (FIRO®) instruments help people understand their interpersonal needs and how those needs influence their communication style and behavior—and in the process improve their personal relationships and professional performance. These tools have helped individuals, teams, and organizations around the world grow and succeed by serving as a catalyst for positive behavioral change.

The FIRO assessments are based on social need theory: all living things seek equilibrium between their basic needs and getting those needs met. They address, gather, and present critical insights around these fundamental areas:

- How you tend to behave toward others
- How you want others to behave toward you

Why They're Popular

The FIRO assessments are trusted tools because they:

- Facilitate behavioral change by providing specific insights into people's interpersonal needs
- Identify existing communication and interpersonal dynamics—helping people overcome issues and sometimes prevent them from forming
- Detail strengths and development recommendations
- Are backed by excellent support and guidance through CPP's global distributor network

How They Help

The FIRO assessments are ideal for a wide range of applications, including the following:

- Team building—to accelerate the team formation process and allow members to overcome barriers and progress to higher levels of performance
- Leadership and executive development—to identify leadership styles and help leaders unlock greater team performance by meeting the interpersonal needs of managers, peers, and direct reports
- Relationship building—to ensure that employees get the most out of working relationships by helping them understand how to meet the interpersonal needs of customers and stakeholders
- Professional development—to increase employees' self-awareness for better understanding of how their positive behavioral changes boost morale, productivity, and engagement
- Conflict management—to improve skills for assessing different types of conflict and applying emotionally intelligent strategies

**Contact Amy for more information about how these assessments can help you or your team!
281.728.2248, Amy_Castro@ictstexas.com**

California Psychological Inventory™ (CPI™)

The *California Psychological Inventory*™ (CPI™) assessments are powerful tools for helping individuals improve their performance and enabling organizations to find and develop high-potential employees and leaders and cultivate a rich pool of talent for building organizational success.

The CPI instruments help people gain a clearer picture of their personal and work-related characteristics, motivations, and thinking styles—as well as how they manage themselves and deal with others—and provide a view into their strengths and developmental opportunities.

The CPI model helps individuals discover their orientations toward people and interpersonal experience, toward rules and values, and toward their inner feelings. Participants' results in these areas indicate which of four different ways of living, or lifestyles, best describe them and provide insights about how they see themselves and how they are seen by others.

Why They're Popular

The CPI instruments are trusted tools because they:

- Provide a portrait of both personal and work-related characteristics
- Develop leadership abilities by helping individuals better understand themselves and how they interact with others
- Help organizations identify talent by measuring results relating to occupational issues, creativity, leadership, amicability, and tough-mindedness
- Offer real-life applications and practical insights for training, development, and coaching by presenting suggested next steps (CPI 260)
- Are backed by excellent support and guidance through CPP's global distributor network

How They Help

The CPI assessment is ideal for a wide range of applications, including:

- Leadership development—help individuals and organizations identify leadership strengths and developmental opportunities
- Performance improvement—increase leaders' self-awareness and help them adjust their behavior
- Succession planning—build leaders at all levels and strengthen the organization
- Selection and retention—help organizations find the right talent and keep them engaged
- Executive coaching—can be used to create developmental plans that empower leaders to reach their full potential

Contact Amy for more information about how these assessments can help you or your team!
281.728.2248, Amy_Castro@ictstexas.com

Work Engagement Profile

Fully engaged employees give their company crucial competitive advantages—specifically, higher productivity, lower turnover, and sales growth. The *Work Engagement Profile* helps individuals and organizations ensure sustainable levels of employee engagement.

This versatile diagnostic tool examines the internal motivations that fuel employee engagement. Instead of focusing on extrinsic rewards—pay, benefits, awards, and so on—this assessment exclusively focuses on intrinsic rewards that employees get directly from performing important work and doing it well.

Contact Amy for more information about how these assessments can help you or your team!
281.728.2248, Amy_Castro@ictstexas.com