Knight Chapman Psychological (KCP) is a specialist consultancy of Chartered Occupational Psychologists.

Established in 1988, KCP is a leading provider of assessment and consultancy solutions at work. Our goal is to make the theory, principles and practice of applied psychology more accessible to businesses, public sector organisations and individuals across the globe.

Our extensive portfolio of products and services includes:

- Ability and Aptitude Tests
- Assessment/Development Centre Exercises
- Personality and Motivation Questionnaires
- Leadership and Development Tools
- BPS RQTU Training
- Training in Assessment Techniques
- Individual Assessment
- Assessment and Development Centres
- Dyslexia Screening
- Occupational Cognitive Behavioural Therapy
### Personality and Motivation Questionnaires

- Managerial and Professional Profiler: 4
- Personality and Motivation Profiler: 9

### Personality Questionnaires

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- Work Preferences Profiler: 19
- Leisure Services Profiler: 24
- Personality Preferences Profiler: 29

### Leadership and Development Questionnaires

- 34
MAPP is a unique normative, self-report personality and motivation questionnaire. It provides an assessment of typical preferences on 19 personality dimensions (clustered in People, Task and Feelings domains), and 14 motivational and values dimensions.

MAPP was developed as an integrated questionnaire which explores BOTH personality and motivational dimensions. Extensive research and experience over 20 years as practical, professional occupational psychologists enabled us to maximise the effectiveness of existing personality questionnaires whilst minimising their limitations and redundancy.

Whilst other questionnaires give an insight into underlying personality traits and behavioural preferences, MAPP includes the important fourth dimension of values and motivation.

MAPP can be administered online, in paper-and-pencil format or by PC.

MAPP SOFTWARE enables assessors to administer, score and produce a range of interpretive reports on-screen. These include reports for executive use, preparation for interviews, developmental reports for candidates and predictions about Team Types and possible Leadership Styles, as well as summaries of potential strengths and limitations against Management Competencies.

Also available is MAPP-8, a shorter format of the MAPP questionnaire, based on identical scales as MAPP, but requiring less administration time (typically 25-30 mins).

QUOTATION FROM THE BRITISH PSYCHOLOGICAL SOCIETY’S REVIEW OF LEVEL B INSTRUMENTS

“Overall, the MAPP is a well constructed, easy-to-use questionnaire which gives information on a range of occupationally relevant scales relating not only to personality but also to work-related values. It is, therefore, a potentially powerful instrument for the full range of uses in employee selection, development and guidance at the managerial and professional level and offers considerably more than many other popular instruments which deal exclusively with personality.”
## The MAPP Scales

<table>
<thead>
<tr>
<th>PEOPLE</th>
<th>TASK</th>
<th>FEELINGS</th>
<th>VALUES</th>
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<tbody>
<tr>
<td>Affectionate</td>
<td>Free-Thinking</td>
<td>Self-Assured</td>
<td>Material Wealth</td>
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<tr>
<td>Sociable</td>
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<td>Competition</td>
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<tr>
<td>Confident</td>
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<td>Sensitive</td>
<td>Results</td>
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<td>Convincing</td>
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<td>Security</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Work</td>
</tr>
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### Response Style

- Central Tendency
- Self-Critical

### The MAPP Platinum Report provides:

- A full narrative report on each of the four domains
- Summary of strengths and limitations
- Leadership style
- Primary **AND** secondary team role descriptions
- Prediction of **Jungian Type**
- A schedule of “**unusualness**” in the candidate profile

### The MAPP Executive Profile provides:

- People, Task, Feelings and Values scores
- Leadership Style scores
- Team Type scores
- Predictions of Management Competence
- Predictions of Organisational fit
- Prediction of Jungian Type
MAPP has been designed specifically for use with managerial and professional populations. It is appropriate when assessing high potential graduates, managers, senior executives and professionals at all levels.

**Administration and scoring only training requirements**
RQTU - Assistant Test User

**Interpretation and Feedback training requirements**
RQTU - Test User (Personality)

Users of other substantive questionnaires, e.g. 16PF, OPQ(R) or CPI may access MAPP on completion of a FREE upgrade programme.

**benefits**

Many MAPP users have “converted” from the OPQ(R) and 16PF. Among the benefits that they find are:

- Very high scale reliabilities - median reliability 0.82
- Elimination of scale redundancy
- Insights into potential satisfiers and dissatisfiers in relation to both job context and content
- Heterogeneity of items
- Speedier administration times - only one questionnaire to complete
- Tailoring of computer generated reports
- Fewer problems associated with questionnaire “overuse”
- Competitively priced – no expensive licensing or leasing fees
- Full range of administration options
- Broad range of uses - selection, development, coaching and counselling

managerial and professional profiler
### Administration:
- **online**
- **pc-based**
- **paper & pencil**

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<th>£</th>
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* Subject to VAT @ 20%
The PMP is a self-report personality and motivation questionnaire specifically designed for non-managerial positions. It provides an assessment of typical preferences on 22 personality and motivational dimensions relevant to effective performance in graduates, sales, customer service and call centre personnel, telesales, administrative and IT support staff roles.

The PMP is an integrated questionnaire that explores BOTH personality and motivational dimensions. Whilst other questionnaires may give an insight into underlying personality traits and behavioural preferences, the PMP continues KCP’s approach of including the critical fourth dimension of values and motivation.

The PMP is available in paper & pencil format, as well as online, PC and PDA format. The latter three formats provide the additional benefit of summaries of potential strengths and limitations; predictions about performance against pre-defined competencies and suggested questions for probing candidates at interview.

The PMP can be tailored to specific client needs so that the online version can include a report on the match between the candidate and job requirements.

The questionnaire can typically be administered in as little as 30 minutes.
THE PMP SCALES

<table>
<thead>
<tr>
<th>Interpersonal</th>
<th>Task</th>
<th>Personal</th>
<th>Work</th>
</tr>
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<tbody>
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<td>Recognition</td>
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</tbody>
</table>

Response Style
Self-Critical

The PMP Interview Report provides:
- A full narrative report on each of the four domains
- Summary of strengths and limitations
- Expert questions for the assessor

The PMP Profile Chart provides:
- Interpersonal, Task, Personal and Work scores

personality and motivation profiler
PMP has been designed specifically for use with non-managerial populations including graduates, sales people, customer service and call centre personnel, telesales, administrative and IT support staff roles.

Administration and scoring only training requirements
RQTU - Assistant Test User

Interpretation and Feedback training requirements
RQTU - Test User (Personality)

Users of other substantive questionnaires, e.g. 16PF, OPQ(R) or CPI may access PMP on completion of a FREE online upgrade programme.

benefits

- Strong reliability and validity data
- Insights into both personality and motivation
- Heterogeneity of items
- Speedy administration times
- Tailoring of computer generated reports
- Competitively priced – no expensive licensing or leasing fees
- Full range of administration options
- Suitable for selection, development, coaching and counselling
Administration:
- online
- pc-based
- paper & pencil

£

Online:
- Admin/interview report 50.00 *
- Admin/profile chart 20.00 *

PC-based:
- Software shell FoC
- PMP units (each) 10.00 *

PC unit allocation & costs:
- 25 pc admins + profile/report 1375.00 *
- 25 profile/report (P&P admin) 1100.00 *
- 25 report only (P&P admin) 825.00 *
- 25 profile only (P&P admin) 275.00 *

Paper & pencil:
- PMP manual 45.00
- PMP booklets (5s) 110.00
- Answer sheets (25s) 65.00 *
- Profile charts (25s) 135.00 *
- Set of scoring keys 70.00 *

* Subject to VAT @ 20%
Part of the KCP Questionnaire Series, the RSP is a self-report questionnaire specifically designed for use in retail and other customer facing environments. It provides insights into a range of characteristics that are critical to successful retail sales performance.

Derived from many job analysis studies that KCP has conducted over the past 20 years, the RSP scales were selected for their ability to predict high performers in fashion sales, general retailing and supermarket environments.

Our research has enabled us to develop profiles that cover a very broad range of retail positions from sales assistants, counter assistants, checkout operators, fresh food sales people and shelf fillers.
THE RSP SCALES

Confident
Empathetic
Systematic
Conscientious
Detailed
Resilient
Energetic

The RSP Profile and Report provides:

A full narrative report on each of the scales

Graphical representation of the scores
The RSP is suitable for use with sales assistants, counter assistants, checkout operators, fresh food sales people and shelf fillers.

**Administration and scoring only training requirements**
RQTU - Assistant Test User

**Interpretation and Feedback training requirements**
RQTU - Test User (Personality)

Users of other substantive questionnaires, e.g. 16PF, OPQ\(^{(R)}\) or CPI may access RSP immediately.

### benefits

- High reliability
- Proven to predict above average performance
- Can be administered via paper & pencil or online
- Quick to administer (approx 10-12 minutes)
- Competitively priced - no expensive leasing fees
Administration:

- **online**
- **paper & pencil**

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<tr>
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<td>105.00 *</td>
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<tr>
<td>Scoring keys</td>
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* Subject to VAT @ 20%
work preferences profiler
Part of the KCP Questionnaire Series, the WPP is a self-report questionnaire that is designed for use with a range of operative, semi-skilled and skilled occupations.

Our research over the past 20 years has enabled us to conduct a range of job analysis studies focused on identifying the characteristics of successful performers. Perhaps unsurprisingly, we found consistent patterns: a focus on teamwork, structuring of tasks and energy are at the core of success in many settings.

As with all our questionnaires, KCP is able to provide users with tailor-made online reporting and profiling solutions.
THE WPP SCALES

- Sociable
- Team-focused
- Systematic
- Reliable
- Detailed
- Resilient
- Energetic

The WPP Profile and Report provides:

- A full narrative report on each of the scales
- Graphical representation of the scores
The WPP has been designed for use with operator, semi-skilled and skilled occupational groups.

Administration and scoring only training requirements
RQTU - Assistant Test User

Interpretation and Feedback training requirements
RQTU - Test User (Personality)

Users of other substantive questionnaires, e.g. 16PF, OPQ\(^{(R)}\) or CPI may access WPP immediately.

**benefits**

- High reliability
- Proven to predict above average performance
- Can be administered via paper & pencil or online
- Quick to administer (approx 10-12 minutes)
- Competitively priced - no expensive leasing fees
Administration:

- online
- paper & pencil

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<td>Profile charts (25s)</td>
<td>105.00</td>
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<tr>
<td>Scoring keys</td>
<td>20.00</td>
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</tbody>
</table>

* Subject to VAT @ 20%
The LSP is a self-report questionnaire specifically designed for use in the leisure industry: hotels, catering, pubs and clubs. It allows the assessment of behavioural characteristics that are associated with high performance.

KCP has conducted extensive research into the relationship between personality and effectiveness in a broad range of leisure environments spanning major brands in food catering, pub chains and independent breweries.

Significantly, we have established that each of these environments requires similar characteristics, albeit distributed differently depending upon job role.

Our research has enabled us to develop profiles that cover a very broad range of leisure services occupations from assistant managers through bar staff, waiting staff and kitchen staff.

In one major study with a national food-based pub operator, the LSP was used to select employees for new house openings. Profitability over a 9 month period was compared with houses that had used conventional job interviews. The LSP was found to have significantly outperformed the typical interview process.
THE LSP SCALES

Confident
Empathetic
Assertive
Proactive
Conventional
Resilient
Self-critical

The LSP Profile and Report provides:

- A full narrative report on each of the scales
- Graphical representation of the scores
- Tailored output for varying job roles
The LSP is suitable for use with a range of occupations in the leisure industry from assistant managers through to bar staff, waiting staff, receptionists and kitchen staff.

**Administration and scoring only training requirements**
RQTU - Assistant Test User

**Interpretation and Feedback training requirements**
RQTU - Test User (Personality)

Users of other substantive questionnaires, e.g. 16PF, OPQ\(^{(R)}\) or CPI may access LSP immediately.

---

**benefits**

- High reliability
- Proven to predict above average performance in hotel/catering environments
- Can be administered via paper & pencil or online
- Quick to administer (approx 10-12 minutes)
- Competitively priced - no expensive leasing fees
## Administration:

- **online**
- **paper & pencil**

### Online:
- Admin/profile chart/report: £2.00
- Minimum order 10 admins

### Paper & Pencil:
- LSP admin & scoring: £30.00 *
- LSP booklets (5s): £105.00
- Answer sheets (25s): £70.00 *
- Profile charts (25s): £105.00 *
- Scoring keys: £20.00 *

* Subject to VAT @ 20%
personality preferences profiler
The PPP is a self-report questionnaire derived from research into Jungian type.

Although questionnaires based on Type theory are inappropriate for use in a selection context, the simplicity of the model makes them useful in counselling and development, perhaps as a starting point before using a more extensive instrument such as MAPP.

The PPP provides a comprehensive report that allows respondents to discover more about their approach to people, their approach to tasks, their particular contribution to team efforts, developmental suggestions and information about career choices.

Our model uses terminology that users frequently find is more accessible than that used by older, well known measures of type.
THE PPP TYPES

Gregarious
Reserved
Concrete
Imaginative
Logical
Empathetic
Structured
Adaptable

The PPP Report provides:

A full narrative report on approach to people and tasks
Team contribution
Development suggestions
Career possibilities
The PPP is suitable for use with all occupational groups.

**Administration and scoring only training requirements**
RQTU - Assistant Test User

**Interpretation and Feedback training requirements**
RQTU - Test User (Personality)

Users of other substantive questionnaires, e.g. 16PF, OPQ \(^{(R)}\) or CPI may access PPP immediately.

**benefits**

- Strong test-re-test reliability
- Rapid administration online - approximately 8 minutes
- Accessible language
- Very useful in coaching, counselling and personal development
- Competitively priced - no expensive leasing fees
Administration:
- online

Online:
Admin/report
£
40.00*

* Subject to VAT @ 20%
leadership/development questionnaires

2013
## Leadership and Development Questionnaires

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<th>Questionnaire</th>
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<tr>
<td>Personal Adaptability Questionnaire</td>
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<td>Influencing Styles Profiler</td>
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<td>Team Preferences Profiler</td>
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<td>Team Effectiveness Profiler</td>
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<td>Personal Feedback Questionnaire</td>
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Success in any role is a function of ability, personality and motivation. The original MAPP model addresses the latter two characteristics.

However, considerable research over the past three decades has highlighted the case for a subset of personality characteristics that are often referred to as Emotional Intelligence.

It is often noted that some people of high ability (intelligence) fail to perform as effectively as their cognitive skills might predict that they would. This gap between ability and performance can be accounted for by personality and motivational variables, and within the first of these, by traits that impact upon the capability to identify, assess and manage one’s own emotions and, by extension, the emotions of others.

MAPP-EI was therefore developed as a complementary questionnaire to MAPP. It is not intended to be a replacement, but to be used alongside the main instrument, particularly in development settings.

Informed by the work of leading researchers such as Goleman, and refined by our experience in personality assessment over 35 years, MAPP-EI provides an assessment of self-awareness, self-control, self-direction, awareness of others and relationships with others.
## THE MAPP-EI SCALES

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<thead>
<tr>
<th><strong>SELF-AWARENESS</strong></th>
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<th><strong>SELF-DIRECTION</strong></th>
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<tr>
<td>Collaborative</td>
<td>Assertive</td>
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MAPP-EI has been designed for use with most occupational groups, but has particular resonance with managerial and professional populations.

**Administration and scoring only training requirements**
RQTU - Assistant Test User

**Interpretation and Feedback training requirements**
RQTU - Test User (Personality)

Users of other substantive questionnaires, e.g. 16PF, OPQ(R) or CPI may access MAPP-EI on completion of a FREE upgrade programme.

**benefits**

- High scale reliabilities
- Complements other personality assessments (MAPP, PMP)
- Tailoring of computer generated reports
- Competitively priced – no expensive licensing or leasing fees
- Online administration
- Broad range of uses - especially development, coaching and counselling
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* Subject to VAT @ 20%
personal adaptability questionnaire
Part of the KCP Questionnaire Series, the PAQ is a self-report questionnaire specifically designed for use with individuals or groups. It provides insights into a range of personal characteristics that are critical when dealing with change or new challenges in the working environment. Change facilitators will find that the PAQ is a powerful tool when making individual or group change management interventions.

The PAQ dimensions are derived from Connor’s groundbreaking model of personal resilience and adaptability to change. The 7 PAQ variables are measures of personal adaptability/resilience and act as predictors of whether the individual at this time is likely to be successful or unsuccessful when working with new challenges and changing circumstances.

- I have a positive outlook on the world. It is full of opportunities.
- I have a positive view of myself and my capabilities.
- I am open-minded and creative. I can cope with ambiguity.
- I recognise that others can help me and support me in times of change.
- I have a clear focus and sense of purpose.
- I have the ability to impose order upon chaos.
- I embrace novelty. The unfamiliar needs exploration not avoidance.
THE PAQ SCALES

- Optimistic
- Self-assured
- Innovative
- Collaborative
- Purposeful
- Structured
- Proactive

The PAQ Profile and Report provides:

- A full narrative report on each of the scales
- Graphical representation of the scores
The PAQ has been designed for use at all levels. It is particularly useful with any individual or group that is confronted with change or new challenges.

**Administration and scoring only training requirements**
RQTU - Assistant Test User

**Interpretation and Feedback training requirements**
RQTU - Test User (Personality)

Users of other substantive questionnaires, e.g. 16PF, OPQ(R) or CPI may access PAQ immediately.

**benefits**

- A powerful change management tool
- Competitively priced - no expensive licensing fees
- Can be administered via paper-and-pencil, PC or online
- Quick to administer (approx 10-15 minutes)
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<td>admin/combined profile+report 25.00 *</td>
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* Subject to VAT @ 20%
influencing styles profiler
The ISP is a self-report questionnaire specifically designed to explore how a person typically goes about influencing and gaining support from others. It provides a hierarchical pattern of scores that indicate the extent to which the individual uses the eight main differing approaches to influencing others.

The ISP comes in two formats - one for selection situations, and one for personal development.

In the selection context, the instrument acts as an adjunct to other selection techniques that help to build up a picture of the candidate’s typical workplace behaviours.

For development purposes, it helps the person to consider whether they utilise either a full or limited range of influencing styles; the extent to which they are able to select an appropriate style to suit different circumstances; and, whether they wish to extend their repertoire of behaviours.
THE ISP SCALES

- Rewarding/punishing
- Assertive persuading
- Setting example
- Political awareness
- Consulting
- Empowering
- Sharing vision
- Being dramatic

The ISP Profile provides:

- A full description of each of the styles
- Graphical representation of the scores
ISP has been designed for use with both managerial and non-managerial population and is appropriate when assessing anyone who has to influence others in their role.

**Administration and scoring only training requirements**
RQTU - Assistant Test User

**Interpretation and Feedback training requirements**
RQTU - Test User (Personality)

Users of other substantive questionnaires, e.g. 16PF, OPQ\(^{(R)}\) or CPI may access ISP immediately.

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**benefits**

- A powerful development tool
- Competitively priced - no expensive licensing fees
- Can be administered via paper & pencil or online
- Quick to administer (approx 10-15 minutes)

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**influencing styles profiler**
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* Subject to VAT @ 20%
The TPP and its companion questionnaire, the Team Effectiveness Profiler, has been designed to facilitate the development and performance of teams.

Broadly following Belbin’s model, the TPP is an up-to-date questionnaire that profiles the respondent’s typical behaviours when working in a team.

Our model uses more accessible terminology and enables individuals and groups to reflect on their own and others’ strengths, and how a team can best make use of the talents available.
THE TPP SCALES

People focused preferences
Organiser
Harmoniser
Networker

Thinking focused preferences
Creator
Critic

Doing focused preferences
Doer
Planner
Driver

Data focused preferences
Technician

The TPP Profile provides:

- Graphical representation of the scores
- Detailed descriptions of preferences
- Strengths and limitations
TPP is suitable for anyone working in a team environment.

**Administration and scoring only training requirements**
Experienced users of developmental questionnaires

**Interpretation and Feedback training requirements**
Experienced users of developmental questionnaires

Users of other substantive questionnaires, e.g. 16PF, MBTI, OPQ(R) or CPI may access CPP immediately.

**benefits**

- Rapid online administration - approximately 7 - 8 minutes
- Detailed graphical profile and narrative report for ease of interpretation
- Competitively priced - no expensive licensing fees
- Accessible terminology
- Ideal companion to the Team Effectiveness Profiler
### Administration:

- **online**

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* Subject to VAT @ 20%
Part of the KCP Questionnaire Series, the TEP is a self-report questionnaire specifically designed for use with teams. Unlike many traditional questionnaires that focus on individual styles of working within teams, the TEP is a survey of the current group perceptions of the team.

The 3 TEP domains provide the opportunity for facilitators to explore current individual AND team views of the effectiveness of team leadership; the cohesiveness and attractiveness of the team; and, the energy that the team generates in pursuit of corporate goals.

Learning and Development specialists and Change Facilitators will find that the TEP is a powerful tool when making team or group change management interventions.

The output provides a rapid, graphical way of identifying team strengths and challenges.
THE TEP SCALES

TEAM LEADERSHIP
- Role clarity
- Communication
- Decision making
- Resources

TEAM COHESIVENESS
- Collaboration
- Conflict Resolution
- Trust
- Values

TEAM ENERGIES
- Energy
- Positivity
- Focus
- Locus of control

The TEP team report provides:

- A full narrative report on each of the scales
- Graphical representation of the scores
- Developmental suggestions for the team
The TEP can be used with teams at all levels within the organisation.

**Administration and scoring only training requirements**
Online administration via KCP. No training requirements.

**Interpretation and Feedback training requirements**
Expert interpretation and report production by KCP.

You may therefore access the TEP immediately.

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**benefits**

- A powerful development and change management tool
- Detailed graphical and narrative reports for ease of interpretation
- Competitively priced - no expensive licensing fees - volume discounts available
- Online administration
- Quick completion time (approx 15 minutes)
**Administration:**

- online

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* Subject to VAT @ 20%
Part of the KCP Questionnaire Series, CPP is a self-report questionnaire specifically designed to assess career interests at all levels.

Using both Jungian preferences and Holland’s seminal model of occupational interests, the CPP is a rapid and effective way of exploring the strength and direction of an individual in relation to career choice.

It may be used at the start of someone’s working life, or at subsequent stages - perhaps where new directions are sought or forced upon people.
THE CPP SCALES

TYPE
- Gregarious vs Reserved
- Concrete vs Imaginative
- Logical vs Empathetic
- Structured vs Adaptable

CAREER PREFERENCES
- Artistic
- Conventional
- Enterprising
- Investigative
- Realistic
- Social

The CPP Profile provides:

- Graphical representation of the scores
- Full narrative report
CPP can be used at all levels from school leaver upwards.

**Administration and scoring only training requirements**
RQTU - Assistant Test User

**Interpretation and Feedback training requirements**
RQTU - Test User (Personality)

Users of other substantive questionnaires, e.g. 16PF, MBTI, OPQ\(^{(R)}\) or CPI may access CPP immediately.

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**benefits**

- A powerful development and career choice tool
- Detailed graphical profile and narrative report for ease of interpretation
- Competitively priced - no expensive licensing fees
- Quick to administer (approx 8 minutes)
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* Subject to VAT @ 20%
personal feedback questionnaire
The PFQ is a 360 degree feedback questionnaire.

A powerful tool in performance management and leadership development, the PFQ allows users to obtain detailed feedback from bosses, peers, direct reports and other stakeholders (e.g. customers, suppliers) on areas of strength and limitation in relation to core competencies and/or corporate values.

Over the past 25 years, we have developed an item bank that enables us to construct a 360 process that accurately taps in to your organisation’s competency model and values.

Alternatively, we offer a generic model for those organisations that do not have an established competency model.
EXAMPLES OF PFQ MEASURES

- Leadership
- Influencing
- Developing others
- Team sensitivity
- Strategic thinking
- Decision making
- Creative problem solving
- Adaptability
- Respect
- Integrity
- Cultural awareness and diversity
- and many, many more........

The PFQ Report provides:

- Graphical representation of the scores
- A breakdown of self and other ratings by competence/value
- Comparisons of differences between self, boss, peer, report and stakeholder ratings
- Free text on strengths and limitations
- A highlight of the areas that are most in need of development
- Users may specify how they wish the report to appear
suitability and training

PFQ can be used at all levels although it is mostly used with first line supervisors, managers and senior executives

No training requirements - reports produced by KCP.

benefits

- Produce evidence based development plans
- Strengthen corporate values and culture
- Involve customers or other stakeholders
- Totally customisable
## Administration:

- **online**

## Online:

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