

Brought to you by
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MBTI® 2019 Roll-Up

Here is the distribution of the personality types of Canadians who took the MBTI assessment in 2019.

ISTJ 15.36%	ISFJ 8.14%	INFJ 4.26%	INTJ 4.95%
ISTP 5.34%	ISFP 3.58%	INFP 5.18%	INTP 4.10%
ESTP 5.07%	ESFP 3.62%	ENFP 6.91%	ENTP 4.73%
ESTJ 12.10%	ESFJ 6.98%	ENFJ 4.55%	ENTJ 5.12%



Canadian Career Values

What do Canadians value in a career?
The three highest rated values of job seekers who completed the Career Values Scale are:

Service
helping people



Teamwork
working collaboratively
with others



Security
a career path with some
predictability



2019 Assessment Fun Facts



Lessons in Leadership

As we explored data from assessments like the Work Personality Index and the Psychometrics 360, we discovered many interesting insights.

- Planning projects, maintaining high standards and influencing others were the highest priorities of leaders.
- Leaders identified their coaching skills as an area requiring the most improvement - and those who work with them agreed. Coaching efforts were rated as the lowest performing competency across all levels of the Psychometrics 360.
- Senior Leaders focus more on being flexible and less on following the established procedures.
- Frontline Leaders also value flexibility but they tend to be more comfortable following established processes than Senior Leaders.
- Self-control and stress tolerance are valued at any level of leadership.



Top Performers in Customer Service

We had the opportunity to examine Work Personality Index data from individuals in customer service roles, and found the following about top performers:

- They pay attention to details but do not get bogged down in them.
- They are conscientious and dependable, but also have the flexibility to take on new priorities when necessary.
- They take the initiative to help a customer when they can, and ask for help from team members when they cannot.



Canadian Default Conflict Mode Distribution

How do Canadian's handle conflict? The stereotype is that we are the accommodating types – polite and cooperative. But is this true?

Our data on the TKI Conflict Mode Instrument shows that more Canadians select Compromising as their most frequent approach to conflict.

