



# ThinkLoop

product overview



# the why

Feedback as part of performance management is essential to giving employees tangible insight into how they can improve.

360 feedback is one method of feedback that gives employees, full teams or managers the chance to hear from various colleagues.

This diverse range of perspectives allows trends to be drawn from strengths and growth areas.

Our ThinkLoop tool allows you to simplify the feedback collection, curation and presentation process.



# key benefits



## Comprehensive process

Assess employees via various rater types. This holistic approach ensures that a user gains a full understanding of their performance and areas for improvement.



## Seamless integration

ThinkLoop integrates seamlessly with Totara, making use of pre-existing user profiles. This removes the need for additional logins, single sign-on, or data imports.



## Flexibility

Define and deploy surveys on-the-fly to quickly gauge feedback in different scenarios, like after presentations. Then store and integrate this data for PDRs.

# how it works

360 feedback in your Think LMS can be easily achieved through the ThinkLoop plugin.

Set up questions for your employees and easily invite internal and external contributors via a link (no login needed).

You can even integrate 360 surveys into your learning processes.

A 360 survey can be set up as an “activity” inside a course, which can then have completion tracking. This allows you to make learning activities dependent on completion of a 360 survey.

# create reusable templates

Reduce admin time spent on feedback forms by creating 360 templates with rating and free-text question types.

With these templates, you can also assign them to audiences of users for ease of use and easier send-out. L&D teams will spend less time on admin, and more time analysing the feedback they get.

# make feedback engaging

Instead of sending plain feedback forms with endless reams of text, you can add rich content to your surveys with ThinkLoop.

From images to videos, you can add more engaging elements to guide users through your surveys.

# easily configure surveys

With ThinkLoop, you can allow participants to complete a self-rating, invite and categorise raters (manager, peer, external customer, etc with different surveys set up for different rater categories).

You can send raters an email with their invitation to complete the survey. Plus, you can set a particular time period for survey responses, or wait until users have enough ratings or when a defined threshold is met.

# ThinkLoop in practice



## Initiation

Gemma logs into the Totara LMS and navigates to the ThinkLoop plugin.

Recognising her role as a senior nurse, ThinkLoop automatically presents her with a set of questions curated by the administrator to align with the performance metrics of a senior nurse.



## Self-assessment

Before seeking feedback from others, Gemma completes the self-assessment.

She rates herself on the various competencies and metrics, finding the user experience intuitive, with a diverse range of question types to provide a detailed self-reflection.



## Rater selection

After her self-assessment, Gemma moves on to select her raters.

She chooses her immediate supervisor, several peers, a group of juniors, and even some patients with whom she's interacted significantly in the past year.



# ThinkLoop in practice



## Feedback collection

The selected raters receive unique email links, which makes it easy for them to participate in Gemma's 360 survey without the need for extra logins or procedures.

Over the following two weeks, responses are collected. While Gemma can monitor the overall response rate, the specifics remain confidential, ensuring an unbiased feedback process.



## Feedback analysis

Once all feedback has been gathered, Gemma accesses the detailed breakdown from ThinkLoop. She is presented with visual graphs that underline the differences between her self-perception and the perceptions of others.

The differentiation of feedback from supervisors, peers, juniors, and patients allows Gemma to understand her performance nuances better.



## Personal Development Review (PDR)

Equipped with the comprehensive insights from ThinkLoop, Gemma participates in her PDR. She and her reviewer delve into the feedback, discussing Gemma's strengths, areas of enhancement, and charting out a roadmap for her progress in the coming year.

Particularly, the feedback from patients offers unique viewpoints, leading to a plan for Gemma to undergo further specialized training sessions to hone her patient care skill



# Next steps...

To learn more about ThinkLoop and getting this plugin set up in your LMS, get in touch!

Read the [full terms and conditions here](#).