Slack:
Best Practices
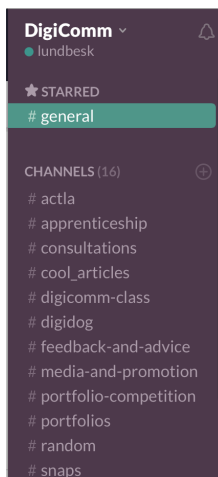
DigiComm

A few things to remember:

❖ **Documentation:** Set clear expectations about how you want your team to use Slack. Because Slack has a mobile app and notifications, it's a middle ground between text and email. Set expectations about how your team will be using it, write clear purposes for each of the channels, and make sure everyone on your team feels confident using Slack.

❖ **Single point of truth**: Slack offers the end of email, so it's important to use it for *all communication*. You don't want your team searching through Slack *and* email *and* GroupMe, so agree as a team to keep all of your communication on Slack.

Create different channels on Slack

DigiComm ⌄
● lundbesk

★ STARRED
general

CHANNELS (16)
actla
apprenticeship
consultations
cool_articles
digicomm-class
digidog
feedback-and-advice
media-and-promotion
portfolio-competition
portfolios
random
snaps

Slack comes preset with a "general" channel and a "random" channel. To ensure that your team isn't overwhelmed with notifications all on the #general channel, create separate channels that help to organize different topics that refer to your group project: organize by teams, facets of the project, or purposes.

For example, DigiComm has:
● **#social-media**, where everyone can share content they'd like the social media team to post
● **#cool_articles,** where we post links to interesting articles or platforms we'd like to discuss in our meetings
● **#snaps** channel, where we celebrate our successes. Speaking of…

Celebrate Successes

Keep your team motivated by setting up a channel for everyone to give each other shout-outs and celebrate they way they've helped each other, received recognition, and

encourage them when they've had a rough day. Add emojis to express your enthusiasm about the great work your team is doing!
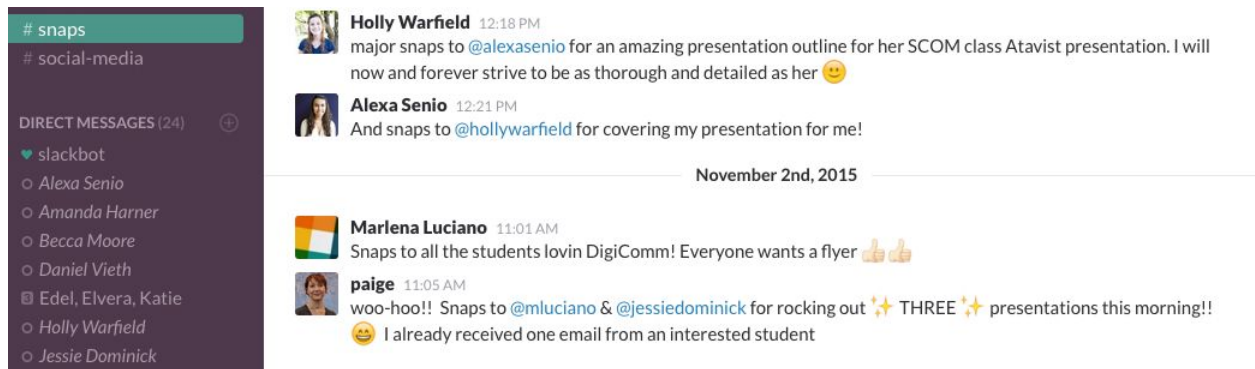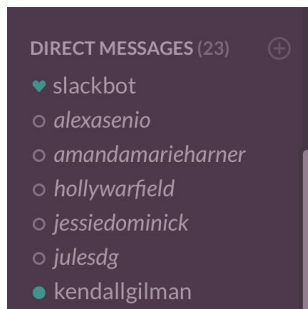

Utilize the Mention Tool

When you need to address a member of your center but also know that everyone else needs to read it use the mention tool! Just insert the @ symbol followed by the username of the member you are trying to communicate with, mention, or highlight. The user will receive a notification that you've mentioned them.

You can also you the **@channel** to notify everyone in the channel or **@here** to notify anyone who is online with a desktop.

Direct Message your team

In addition to the mention tool, you can directly message each member of your team. Beneath all of your channels slack has the direct messages already integrated in the sidebar. Just click on one of the usernames of your members so you can start a direct message conversation.

Best Practices: the point of Slack is to promote transparency, so try to keep direct messages to a minimum. Encourage your team to post questions on the channels to promote collaboration on projects rather   than directly messaging a single person.

Share Links, Files, Gifs, and Google Docs
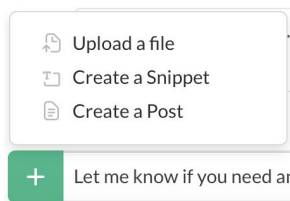
Slack makes sharing links, pdfs, images, videos, and emojis so easy. You can either drag and drop or upload your file via the add button.

Best Practices: Be sure you establish clear expectations about task management and Slack. Our team uses [Trello](#) as the single point of truth for tasks and use Slack for conversation and collaboration. While there is inevitably some overlap between these two objects, be sure your team knows that all relevant documents, expectations, and timelines -- even if discussed on Slack -- should always be easily available on your task management system.

## Use the Star Tool to Avoid Getting Overwhelmed
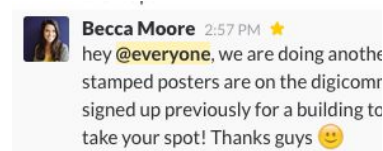
Between your phone app, laptop, and desktop, it can be hard to keep track of slack messages that require follow up. Use the Star tool so that I can always keep track of the important messages.


Star an important message, then go to the "Show Starred Items" on the far right of the main nav to get the list!

Notification Preferences and Mute Option
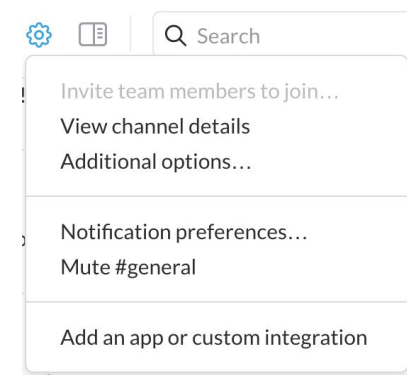
The flip side of transparency is notification fatigue. Luckily, Slack has several options so that you're only getting notifications for pressing matters: **mute channels** or set your notifications in a way that will keep you engaged but never overwhelmed.

Choose Your Channels
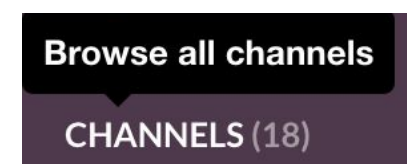
Hover over the "Channels" title to get the option to browse all channels: from here you can jump on or off channels. This way you're only getting notifications that are important to your projects.