



# Slack 101

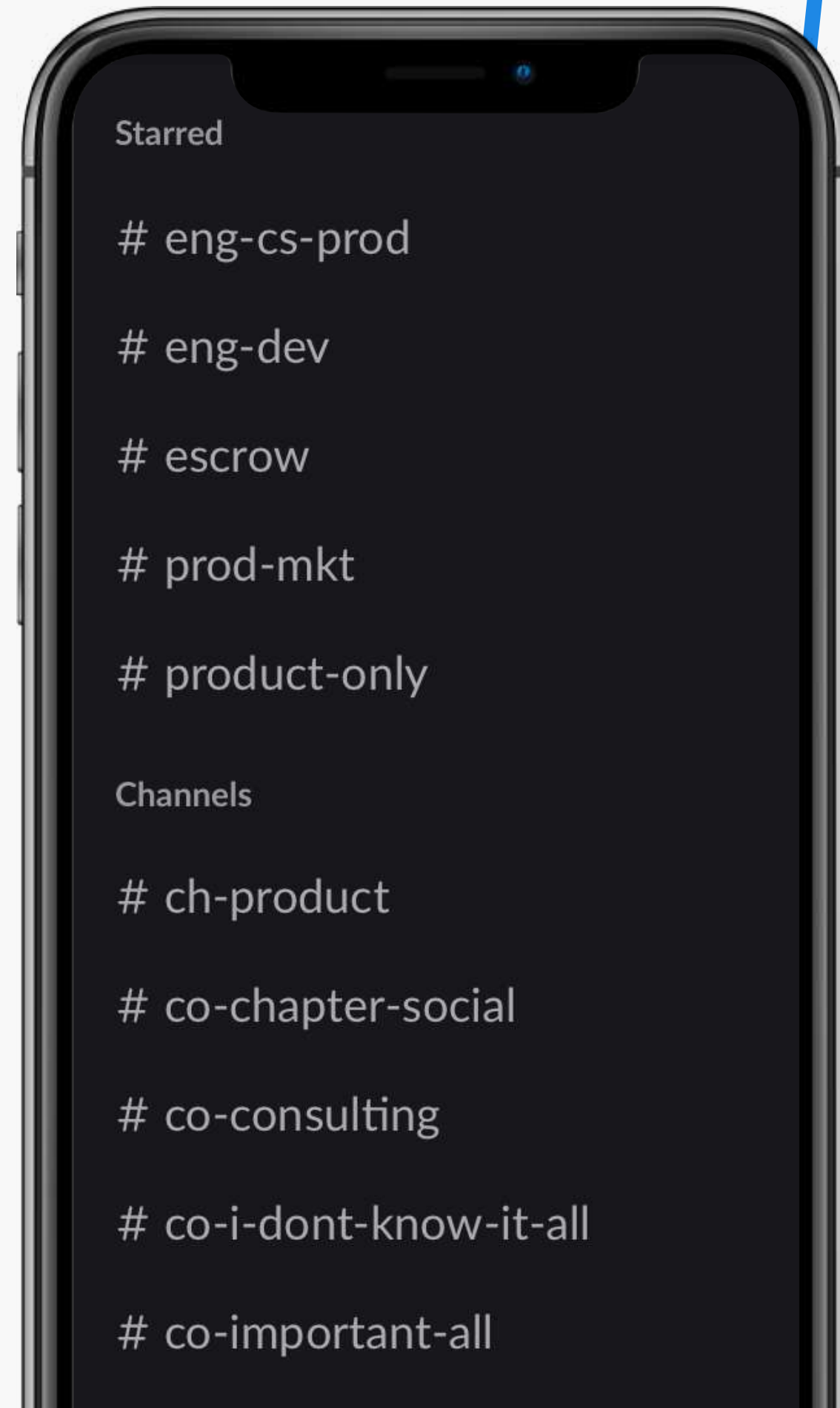
A 'how it works' guide + rules of engagement  
you can adapt to your needs

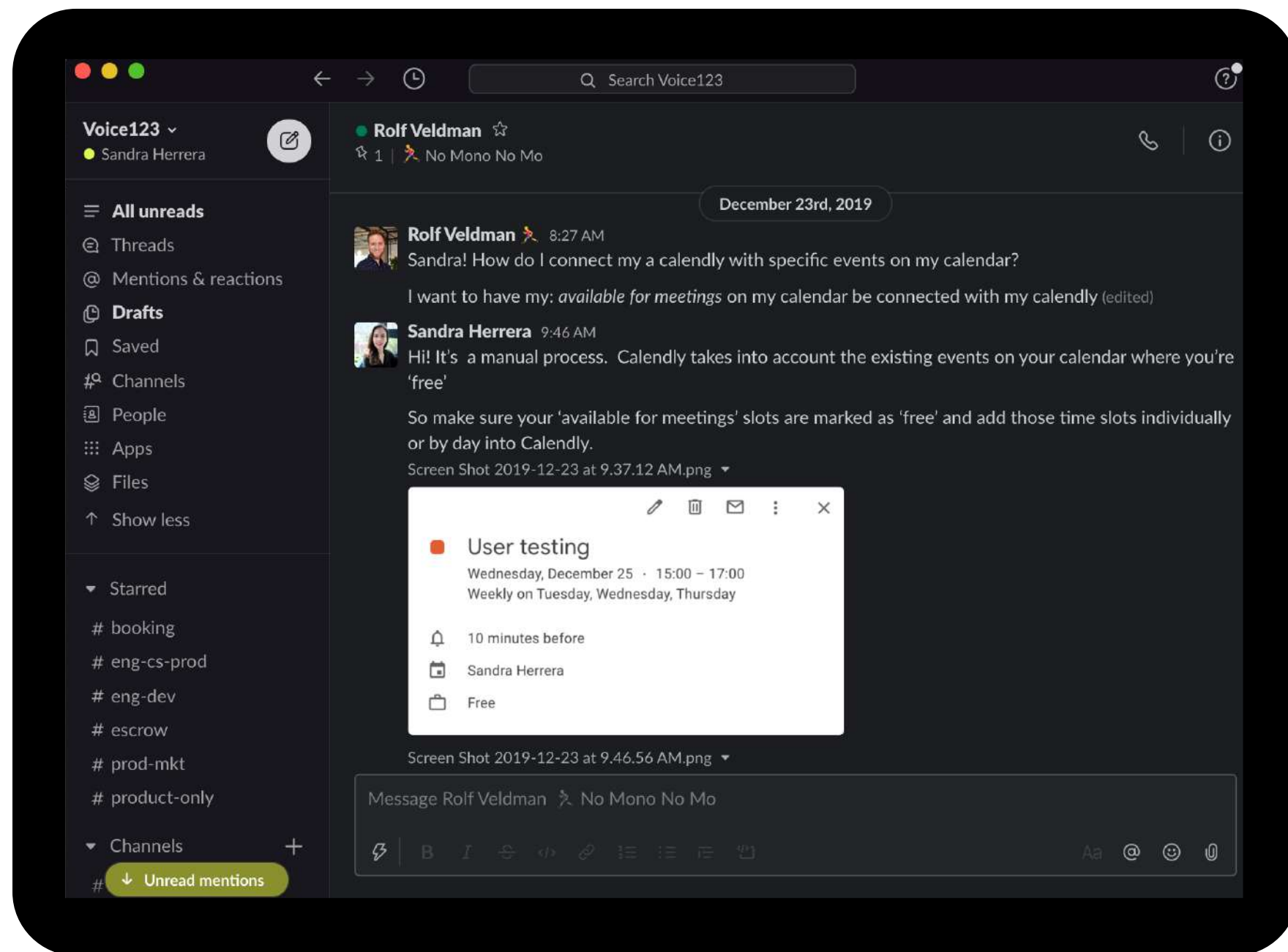
by  **Voice123™**

There's more to starting a Slack workspace than one might think. Here you'll find a basic 'how it works' and some rules of engagement you can adapt to your own needs.

## TYPES OF CHANNELS

- Direct messages
- Public channels
- Private channels
- Team channels
- Important channels
- Watercooler
- Feed





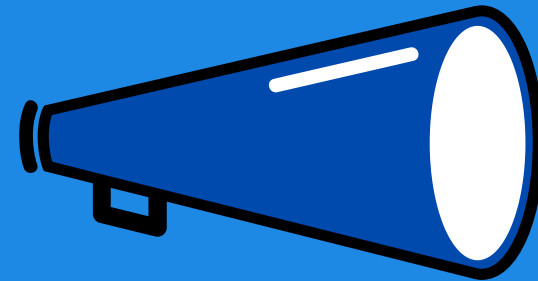
# Direct messages

- When the conversation only involves two people, use direct channels.
- You can talk to anyone directly. You can have up to 8 people in a DM conversation. However, we recommend limiting them to three.

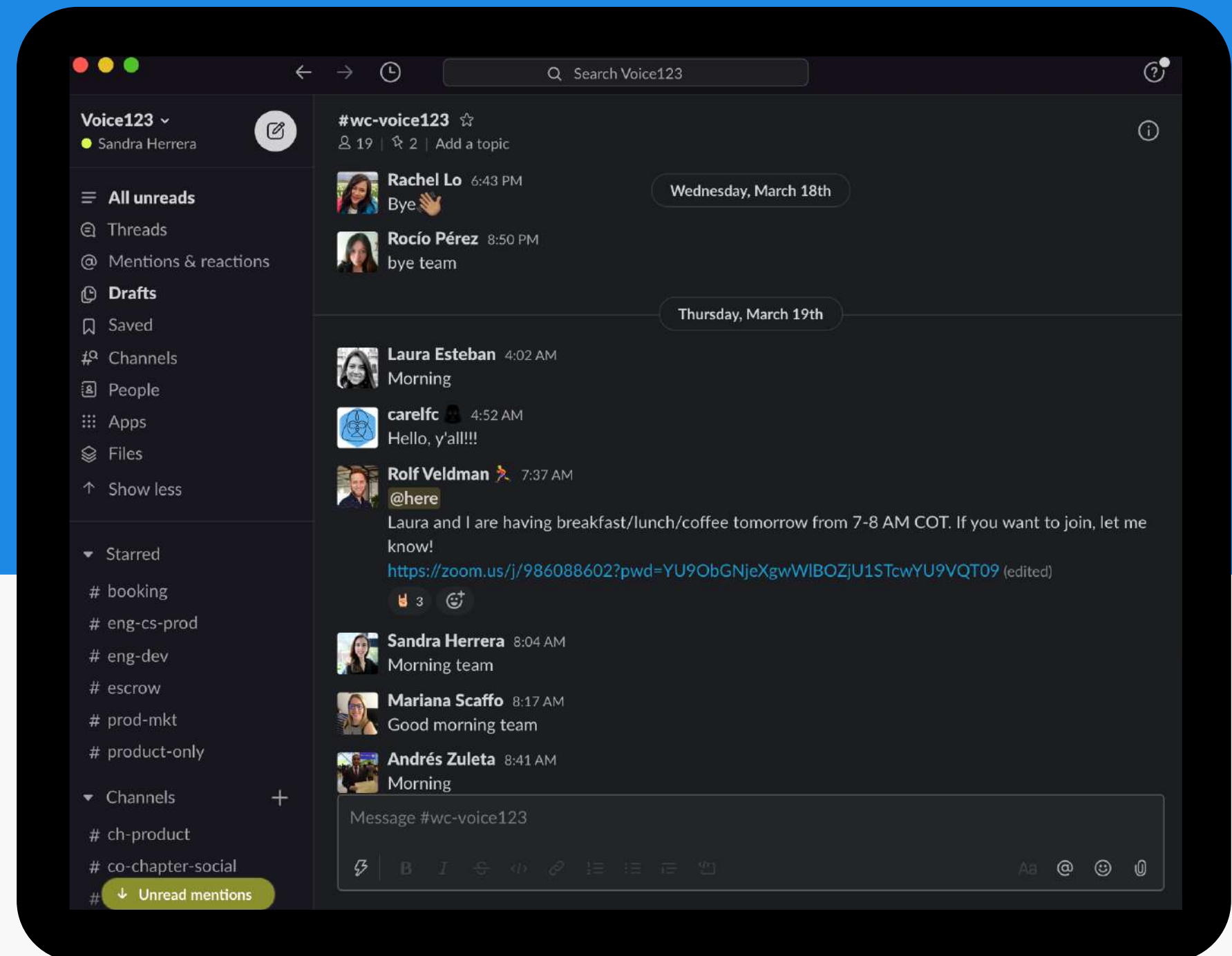


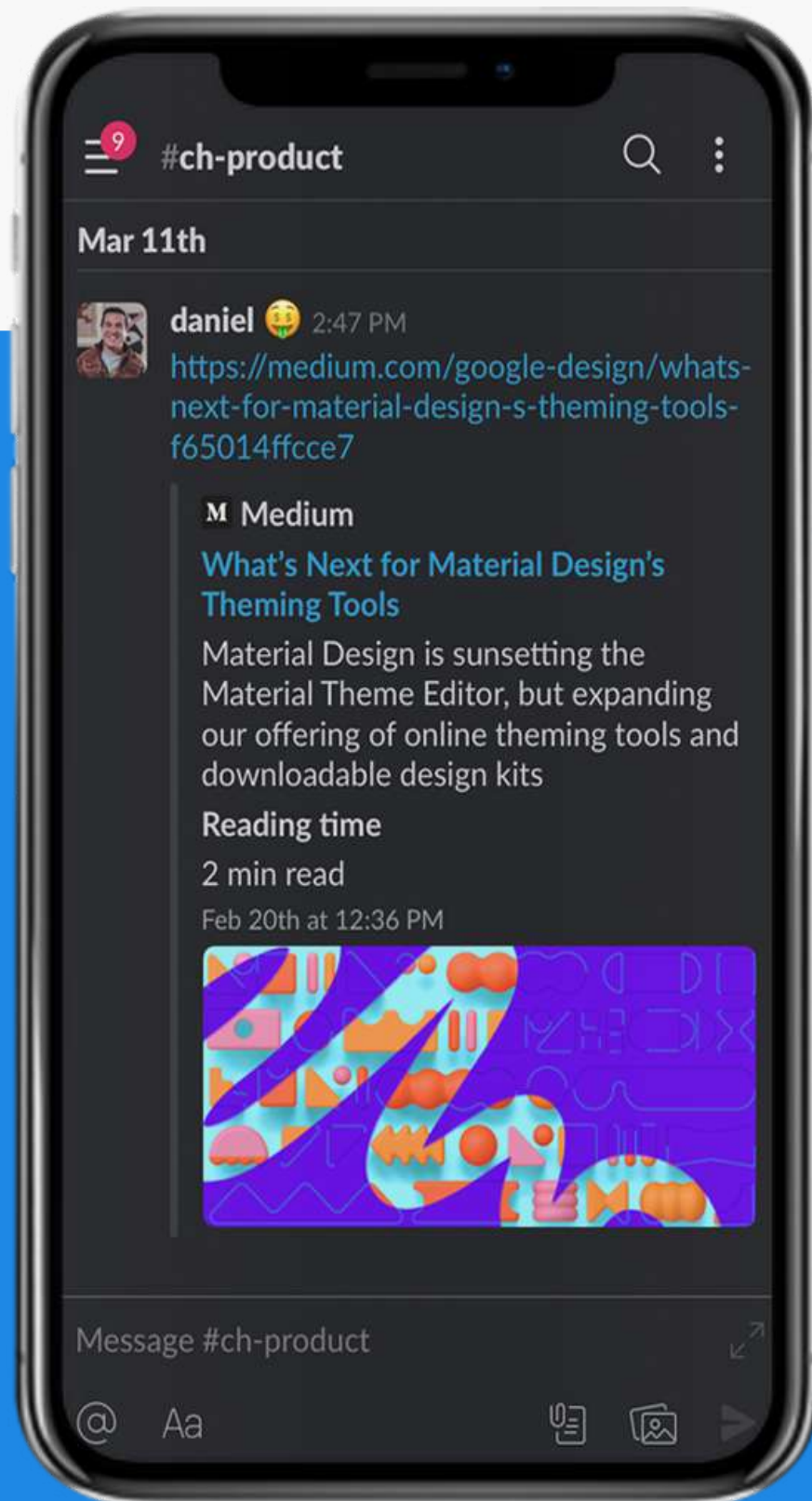
Use for conversations between 2-8 people

# Public channels



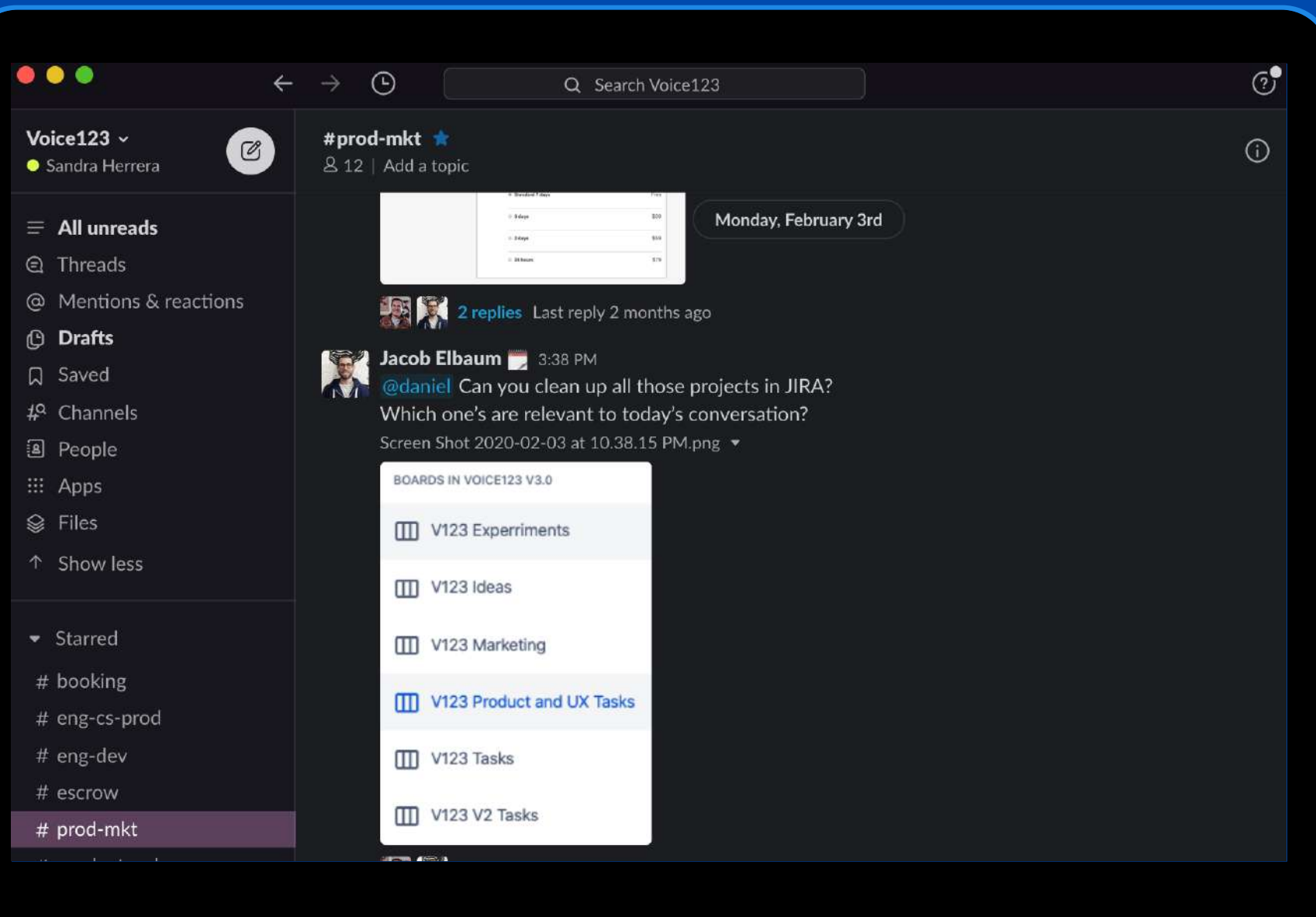
- Our communications are open. For that reason, conversations among teams are public.
- Certain team processes and notifications are built across public channels. Keep as much discussion as possible in public channels, so everyone can see how and why decisions are made.
- New hires can also get up to speed quickly by scrolling through the history of a given topic. Public channels can be searched by anyone.





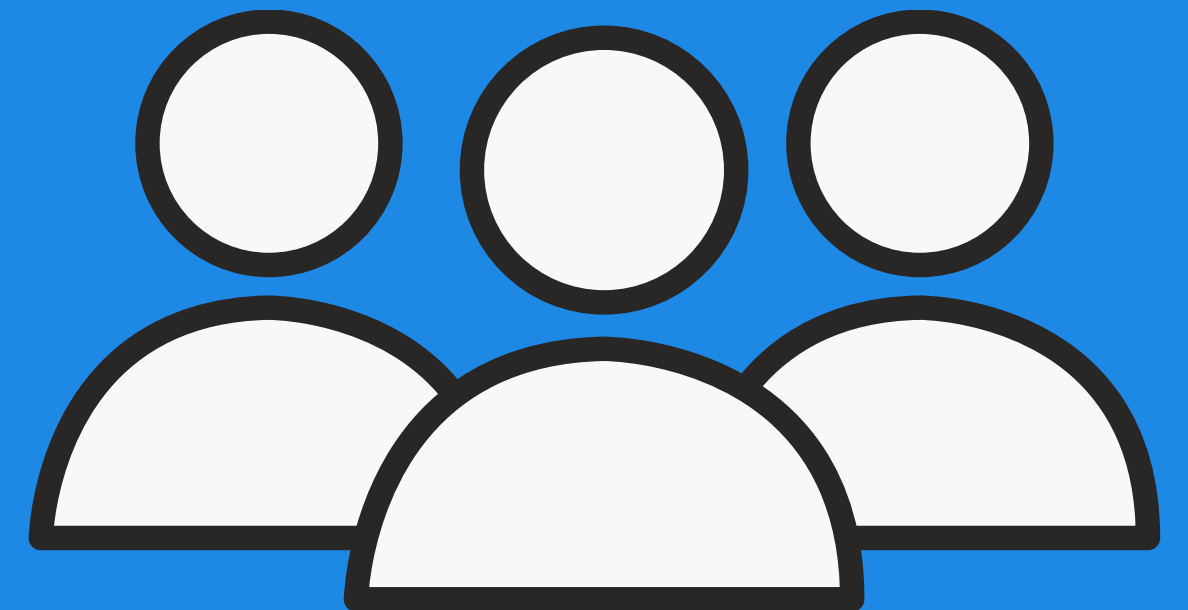
# Private channels

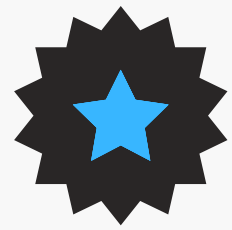
- These are best limited to discussions of sensitive or confidential nature.
- Just like direct messages, private groups can only be accessed by the people who belong to the channel.
- These groups are not indexed in Slack as public channels.



# Team channels

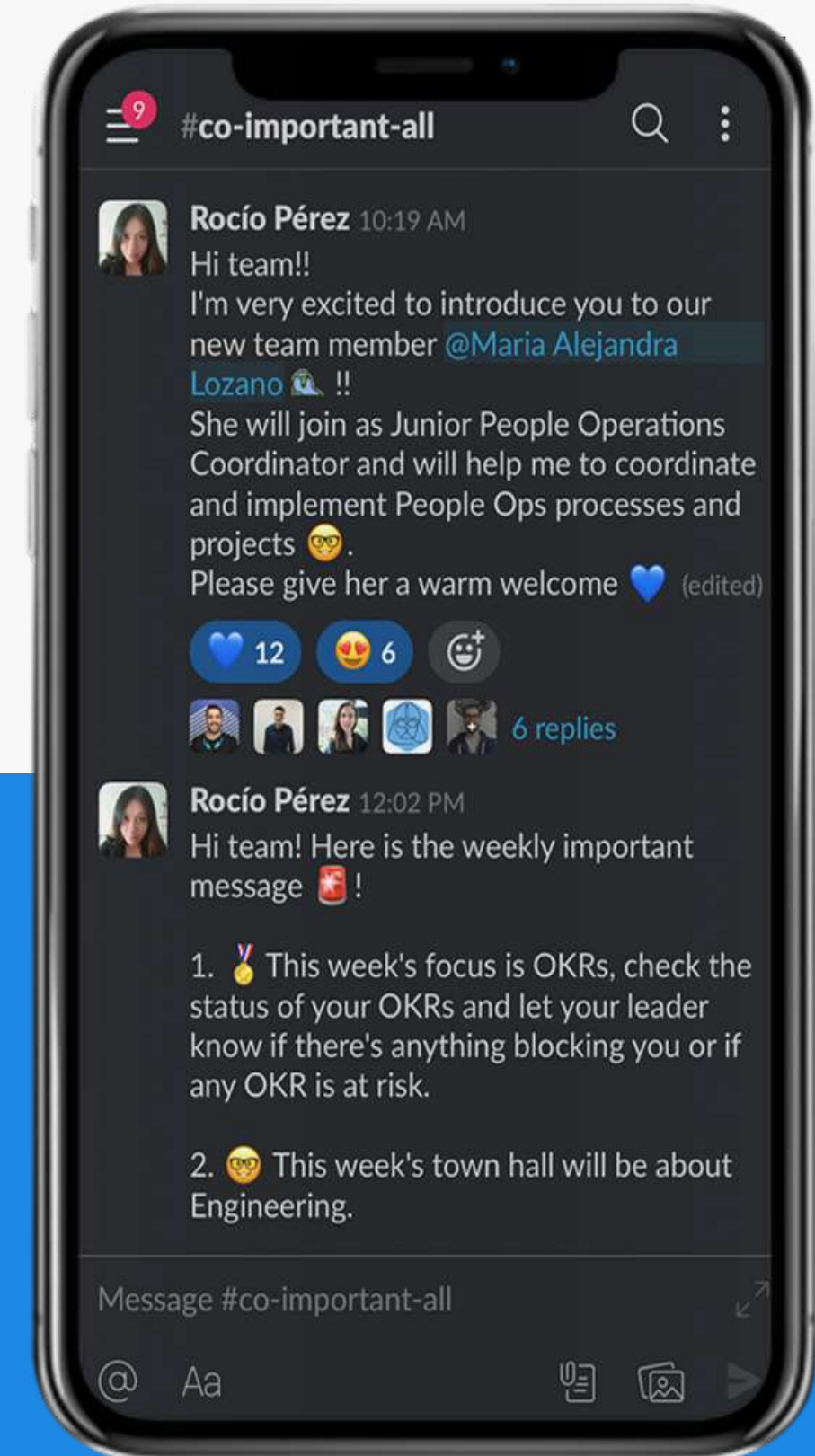
Communicate with a group





# Important channels

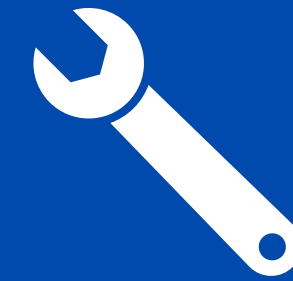
- No chatting. Information always needs to be acknowledged with an emoji.
- All teams should have an important channel. That way, you can redirect the team's focus to those channels. Each team leader is responsible for setting the rules applicable to their important announcements.





# Watercooler

Fun topics



# Feed

No chatting. Automated messages.

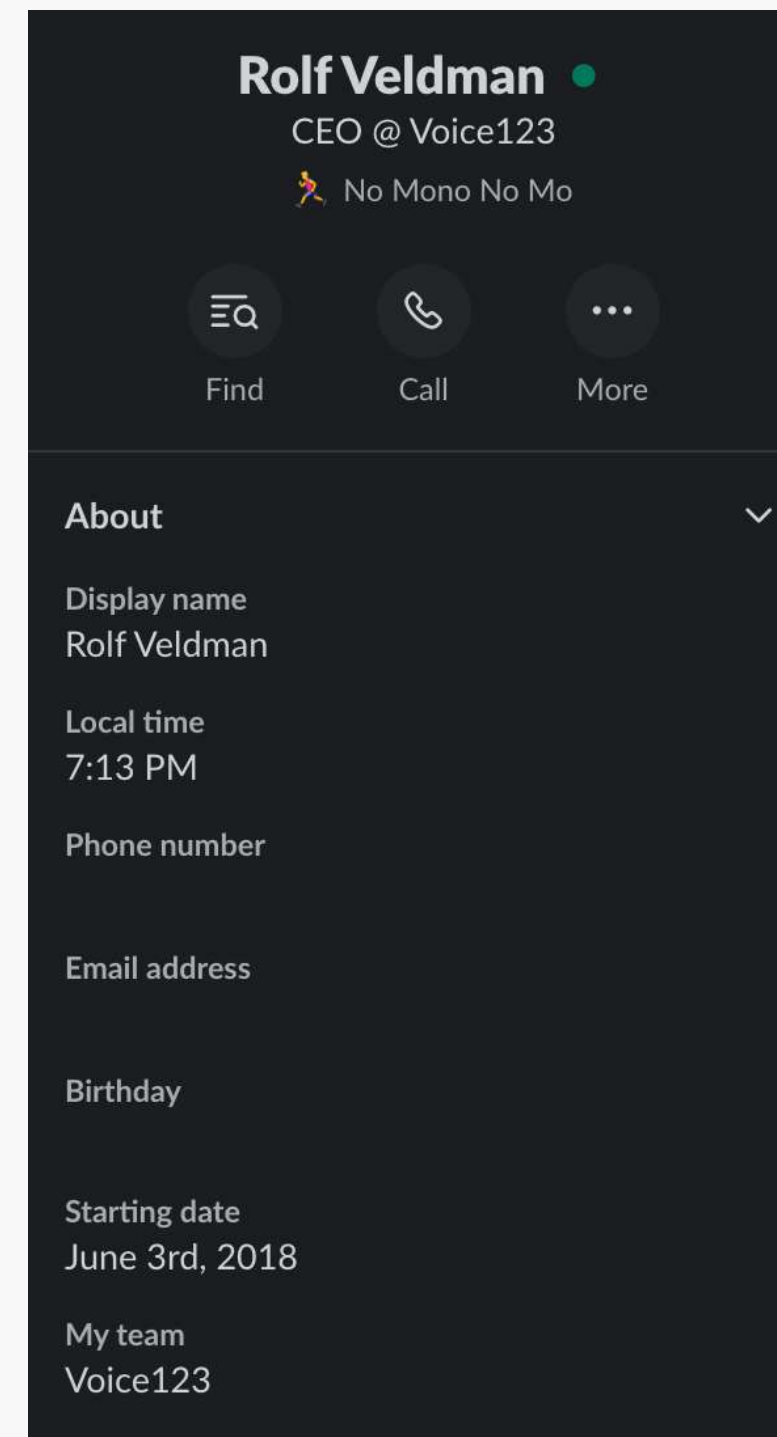


# Good practices

## 1 - CHANNEL LABELING

- When you open a channel, ensure you use the following format: brand-category-purpose-(sub)purpose.
- These labeling guidelines are helpful so your team can find everything they need. It keeps things predictable for everyone when you want to look for information later on.
- Be lean and assertive in your communication

## 2 - KEEP YOUR SLACK PROFILE UPDATED



- Whenever there is an emergency and a team member needs to contact you through WhatsApp, they'll need to verify your phone number.
- In addition, when transitioning to a new role, it's important to update it so new hires can be informed accordingly.

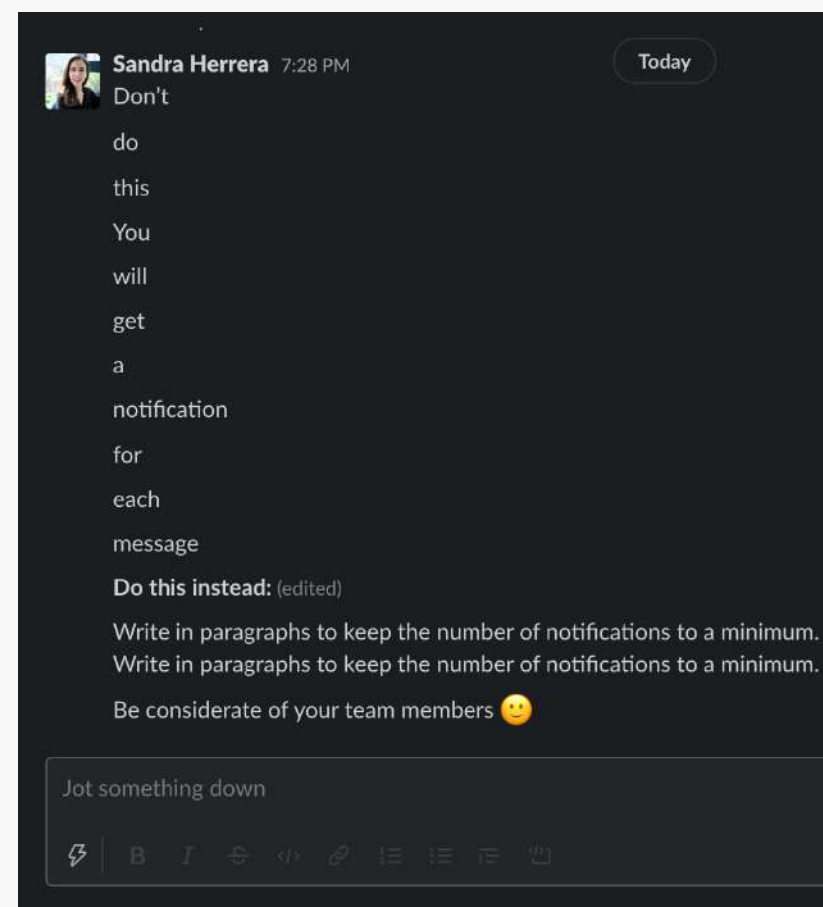
# Good practices

## 3 - MOVE CONVERSATIONS TO A VIDEO CALL

- If a topic needs more than going back and forth 4x to get a point across, jump on a quick video call. It's likely to be appreciated by all parties concerned and will make clarification and understanding simpler.
- Remember to write down (in the relevant Slack channel) whatever decisions or action steps were decided on during the call. This will help you remember agreements.

## 4 - WRITE PARAGRAPHS

- Slack can get overwhelming when team members, instead of simply writing a message as a paragraph when they're communicating, click 'enter' after every thought or sentence.
- This means that what's actually only one message registers as 10 separate unread messages! For the sake of everyone's sanity when they get back online, ask your team members to write ideas, comments, and instructions, etc. in single



Here's an example of how annoying (and unnecessary) it can get!

# Good practices

## 5 - LABEL YOUR CONVERSATIONS

- While we're at it, if you're sharing an idea on a topic, label it! In the first sentence, state what your message is about in **bold**.
- Labeling your conversations will help you navigate channels easier and keep them clear.

## 6 - REPLY IN THREADS

- Reply in threads to keep Slack discussions organized and centralized. They let you ask questions, add context, or give feedback on a specific message without disrupting a conversation's flow.

## 6 - REPLY IN THREADS

- Moreover, only those who have contributed to it or who are following it will be notified of new replies, creating less noise for everyone else. The alternative is your Slack channel turning into one of those active WhatsApp groups!

## 7 - USE CHECKMARKS



- For conversations you've read and are comfortable or in agreement with that don't require a response, simply add a checkmark to acknowledge it (ACK) which lets the sender know you've read it. We expect EVERYONE to ACK whatever important message is shared in our #co-important channel.



# Manage your Slack time

## TIME REPLY:

Ideally, you reply during the same business day. It's wrong to think that Slack is a "get-back-to-me-now" type of communication.

Work on setting the right expectations.

## BLOCK TIME IN YOUR CALENDAR TO CHECK SLACK:

Most of our leaders in the company have time blocked in their calendars to address Slack messages - early morning, around lunchtime, and at the end of the day. You don't need to have Slack open all day.

If people need something urgent from you, they'll find another way to communicate with you. Find a cadence that works for your team.

# Manage your channels

Don't let FOMO rule your existence!

You - don't - have - to - be - part - of - every  
- conversation - or - channel.

It's better to be organized.

## 1 - Don't star all channels:

- Is every channel you have starred really that important?!

- Starred channels are intended to prioritize your communication and should be the first ones you reply to or acknowledge when you open Slack. Hence, be picky which channels you star.
- For example, the channel about a specific objective you've set for a quarter, and your team-important channel. Everyone in the company should have their #co-important-all channel starred.

## 2 - Leave channels:

- It's okay to leave channels that aren't relevant to you. In fact, we recommend it.
- Remember you can always search for things in channels you're not in while keeping your channel list limited to your most important discussions.

# Manage your channels

## 3 - Mute channels:

- Try muting channels you only need to check occasionally.
- Muted channels won't appear bolded when there's unread activity and you won't be notified if you're mentioned.

## 4 - Archive channels:

- After a project ends, you can archive channels you no longer need. All content will be saved and remain searchable, but no new activity can be posted to the channel.
- Read on how to archive a channel [here](#). Take into account that for this action you'll probably need to contact an Admin, so reach out to People Ops through the Help Center.

# Manage your channels

## 5 - Add a purpose to every channel

- As we mentioned above, we have different types of channels. Use these channels for the intended purpose.
- Leave all random and fun topics in your watercoolers. Work-related conversations should happen in others.

# Manage your notifications

## Block your notifications.

- Block your notifications altogether when you're trying to get work done.
- Keep Slack in the background while you focus on work. This way, you don't have to constantly open and close it throughout the day.
- NOTE: support members might need to have emergency channel notifications turned on.

# Enjoy slack

Customize specific notifications by adding the applications you use for other work tools (Google Drive, Dropbox, Trello, etc) to Slack.

You can find them all [here](#).

Add engagement bots. You can add things like dadjokes, morning wishes, and random cat pictures to the watercooler so people have something to laugh about!





Questions? We're here to help! Contact us at [help@voice123.com](mailto:help@voice123.com)

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