

Communication is key for your success. Slack, a real-time messaging application for real-time communication without hassle, is a wonderful resource for class. To save you from the possibility of a serious workplace chat faux pas, here is my list of what not to do on Slack.

### **1. Don't send multiple messages to an unresponsive classmate**

Before you hit send on that second “hey” Slack message, take a step back and view their activity status. Slack will notify you when users are active, away, or snoozing. Maybe they're in a meeting, maybe they're in the bathroom, or maybe they're hyper-focused on a time sensitive homework assignment. Whatever you need can either wait until they respond in their own time. Staff members will always get back to you within 48 hours. Please do not group message early in the morning or late at night.

### **2. Keep Channels neat and tidy for easy use**

You can respond to a post by selecting the thought bubble with lines on the right side of the page (thread). This keeps primary posts up and comments can be clicked on when students want to view them. I also recommend using the star feature as a quick saving mechanism to easily navigate channels.

### **3. Post appropriately**

Please make sure your posts follow the page descriptions at the top of each channel. Use clear wording with screenshots when needed to make your point. Slack has an amazing list of emojis, but they are not always the best way to communicate complex thoughts and ideas. Finally, keep in mind you can group chat with specific individuals in the class. Think about who should see the post and include the necessary people in the thread. Only use the open channel feeds for posts that the entire class should have access to.

### **4. Keep it Professional**

Slack is incredible easy to use and it becomes a habit to share with your classmates. While it may be simple to describe your latest cat video or, it may not be everyone's cup of tea. Keep it clean, concise, and on topic. Slack offers teams the ability to freely discuss on an infinite variety of subjects thanks to the ability to easily upload images, video, and link to URLs. It's perfectly natural for individuals to have different views on a team of any size. It's important to discuss topics calmly and logically — that means no name calling, insults, or foul language.

### **5. Don't forget to communicate in real life**

An introvert myself, I enjoy talking to people through Slack. It is a great time savor and it gives me the opportunity to craft thoughtful responses. When it comes to complex issues or things that have more than one or two follow-up questions, we need to have an old-fashioned conversation.

At the rate the class is going, Slack will be used a lot in the coming months. So keep these basics in mind when navigating you Slack communication.