

Slack etiquette and user guide

At the FT we use Slack to:

- Collaborate on projects
- Communicate quickly with colleagues
- Find and share important information and announcements across the business



The following guidelines should help you use Slack in the best way



Join useful channels and find the right home for your message.

- Ask your team members about which channels they use for project collaboration.
- You will automatically be added to the [#general](#) channel, but it's noisy. Here are some other help and information channels to get you started:
 - [#itservicedesk-help](#) and [#cyber-security-help](#) for IT and cyber security support
 - [#announcements](#) for news and company updates from the FT comms team
 - [#ftlearning](#) for learning and development courses
 - [#ft-diversity](#) for employee network updates
- Slack is a work tool and should be used in accordance with the FT's Code of Conduct and [Acceptable Use of IT Policy](#). Don't put anything on Slack that you wouldn't want on the front page of the FT. Please note that IT, Legal or HR have the right to search Slack when necessary (for example, a subject access request)



Search before posting.

- Slack is a great knowledge bank. Try to [search](#) Slack first before asking someone to find answers.



Do join and leave channels often.

- Don't try to keep up with everything going on in Slack. [Star the channels](#) you need all the time, keep an eye on the others, and rely on @mentions to keep on top of important details.
- If you see your colleagues leaving channels, know that it's ok and they will be back when they need to be.



Do use public channels, almost always.

- As much as possible, conversations should take place in the public channels to make it searchable, open, and accessible to others.



Use private channels strategically.

- Please use private channels if you are discussing team-specific or confidential subjects. This will help team channels avoid clutter.
- Consider if the information you're sharing is something that would be beneficial for more staff members to know. If so, put it in a public channel.



Do create new public channels.

- Browse existing channels before you create a new channel. Check whether something exists that is similar.
- Clearly state the intent in the channel name, purpose and topic to make your channel discoverable. Drive good conversation by inviting the right colleagues to join.




Follow the channel naming guide.

- When creating a new channel, follow our [channel naming guide](#), so that users can easily find information, and keep conversations relevant.

- *Please note that, to avoid confusion, existing channels do not need to be renamed.*
- Please follow all company policies when naming channels (refrain from profanity, do not create channels for the purpose of harassment or abuse, etc.)

User tips

Customize your notifications across Slack's mobile app, desktop app, and web browser.

- The recommended setting is to [enable push notifications](#) for mentions and direct messages across mobile and desktop.
-  *Pro tips:*
 - *You can customize your notification down to channel by channel level - great for incident management.*
 - *Use [Do Not Disturb](#) mode and turn on snooze notifications if you're unavailable. Your colleagues will receive a notification that you are busy.*
 - *Edit your [profile status](#) to indicate if you're away and for how long (e.g. Joe Smith 🌴 > 12/01).*

Help minimise notifications for colleagues.

- Please avoid using **@everyone**. You could be notifying thousands of people in different timezones.
- Use **@channel**, **@group** and **@here** sparingly. Remember that our channels also often have hundreds of people, based in many time zones.
- The best way to push a notification is using **@user.name** or **@user-group**.
- If your message is non-urgent, just post it in the correct channel for people to catch up on.

Set a profile picture and information.

- It's really useful to have a profile picture of yourself, so that other people at the FT can identify you more easily.
- It also helps to fill out the other fields in your Slack profile, so it's easier for others to work out who you are and what you do.
- See [here](#) for guidance and information on why this is useful for everyone.

Help our community find the right home for misplaced messages.

- Do feel welcome to talk in channels. We want to encourage an open culture and be a place for open communication. But be respectful and mindful that Slack is a work tool, not a pub.
- Help colleagues by gently directing them to the appropriate channel.