

Slack Etiquette Guide

At [company], we're using Slack for:

- [a]
- [b]
- [c]

The following guidelines should help us achieve these goals - go out and do more with Slack! 

Communication etiquette

Help minimise notifications for colleagues.

- Please avoid using **@everyone**. You could be notifying hundreds of people in different timezones.
- Use **@channel**, **@group** and **@here** sparingly. We suggest this be used for major incidents to alert people quickly, only.
- The best way to push a notification is using **@mention** or **@user-group**.
- If your message is non-urgent, just post it in the correct channel for people to catch up on.

Find the right home for your message.

- Browse channel purpose, pinned items and recent messages to see if it's a fit.
- Slack is a work tool and should be used in accordance with **[company]'s** Business Conduct Guidelines.
- We have fun channels for fun, affinity groups, and non-work topics such as **[X, Y, Z]**.

Help our community find the right home for misplaced messages.

- Do feel welcomed to talk in channels. We want to encourage an open culture and be a place for open communication.
- Help direct colleagues by using  to indicate a conversation is better suited for another channel.

Use emojis effectively.

-  to indicating an announcement.
- ,  or  to request help or flag a concern, to indicate the priority of your request.
-  as a reacji, to indicate you are looking into a request.
-  as a reacji to show a completed task/ request.

Behavioural etiquette

Search before posting.

- Slack is intended to be our company's knowledge bank. Try to [search](#) Slack first before asking someone to find answers.

♂ Respond with your input, answer, or decision in a timely manner.

- Within working hours, answer when colleagues mention you.
- If you are busy and cannot provide a full answer, that's ok! Simply acknowledge the question or ask with  to indicate you've seen it and come back later.

Socialize your availability for colleagues.

- Use [Do Not Disturb](#) mode and turn on snooze notifications if you're asleep or 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).

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 tip: you can customize your notification down to channel by channel level - great for incident management.*

Do feel encouraged to 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.
- Feel free leave channels that aren't helpful anymore.
- If you see your colleagues leaving channels, know that it's ok and they will be back when they need to be!

Channel etiquette

Do use public channels, almost always.

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

Do create new public channels.

- Browse existing channels before you create a new channel. Check whether something exists that is similar.
- Do a thorough job. 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, it's important you follow our [channel naming guide](#), so that users can easily find information, and keep conversations relevant.

 **Make sure there's a business reason to create private channels.**

- Rarely necessary, the only reason for making a private channel is if only select users should see confidential information.