Slack Etiquette Guide

At CMS HCQIS, we're using Slack to:

- **Increase Knowledge Sharing**
- **Increase Access to Relevant Information**
- **Eliminate Redundancies**
- **Reduce Standup Meeting Time**

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

Communication etiquette

✋ **Help minimize notifications for other users.**

- Please avoid using **@everyone**. You could be notifying hundreds of people in different time zones.
- 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**.
- 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 the channel purpose, pinned items, and recent messages to see if it's a fit.

📍 **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.
- Help direct other colleagues by using 🙆 to indicate a conversation is better suited for another channel.

😎 **Use emojis effectively.**

- 📢 to indicate 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.

Behavioral etiquette

🔍 Search before posting.
- Slack is intended to be our community'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 another colleague mentions 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 will come back later.

⏳ Socialize your availability for other users.
- 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).

🔴 Customize your notifications across Slack's desktop app, and web browser.
- The recommended setting is to enable push notifications for mentions and direct messages to 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 to 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.
- The majority of work and conversations should take place in public channels. This will enable knowledge sharing by making the content searchable, open, and accessible to others.

➕ **Do be strategic in creating 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 users to join.

🏫 **Follow the channel naming guide.**
- When creating a new channel, it's important you follow the channel naming guide, so that colleagues can easily find information, and keep conversations relevant.

❗ **Make sure there's a business reason to create private channels.**
- Private channels should be used rarely and only when confidential information needs to be shared amongst a select group of people.