

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 only for major incidents to alert people quickly.
- 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 (reaction emoji), 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 **Slack Channel Naming Guide** in the Resources tab of the [QualityNet Slack Confluence page](#), 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.