

# Slack Etiquette Guide

At CCSQ QualityNet, we're using QualityNet Slack for:

- **Knowledge Sharing**
- **Access to Relevant Information**
- **Standup Meetings**

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 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 welcomed 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 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.

## 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 come back later.

### **Socialize your availability for other users.**

- 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 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 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 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.**

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