



SLACK BEST PRACTICES GUIDE

Welcome to the IRP Slack Workspace! This document is a simple quick-start / best-practices guide. If you are completely new to Slack, check out Kharma's great primer video [here](#) (password: 6p\$\$2do&). For a general Slack tutorial, see the [official Slack training module](#).

Slack is organized around special topics called *channels*, which effectively function as chat rooms. Members can choose which channels they would like to join (or leave), thus streamlining communication and making the space more useful for each individual user.

With this document, we seek to mitigate the following potential issues:

- Whenever someone posts to a channel, all members of that channel receive a notification. Receiving too many notifications for irrelevant content can be frustrating! 😞
- As new comments are posted, older comments get pushed further up, which can lead to clutter and / or information being lost in the stream.
- The free version of slack stores only the latest 10k messages—once we exceed 10k, older messages will be lost...*forever*.



Let's keep our space efficient, organized, and easy to navigate!

BEST PRACTICES

1. Post to the appropriate channel.

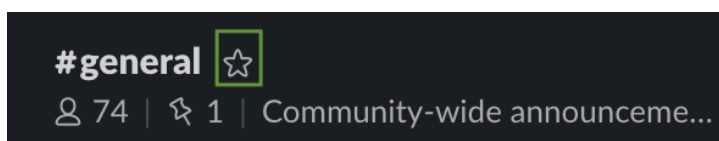
Each channel has been created with a specific purpose in mind. Some channels, like #general and #random, include all members of the workspace. All other channels must be opted into. If you haven't already, take a moment to browse existing channels and join the ones that you're interested in.



TIP #1: If you're looking to communicate with just a few select people about a specific topic, consider using a direct message.

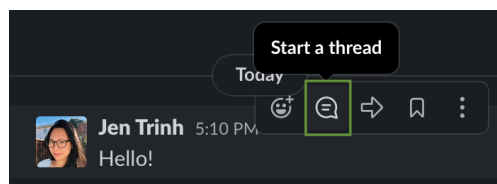
TIP #2: In some cases, a topic might come up frequently enough to merit a new channel. Contact Kharma to request a new channel—please do not create them yourself.

TIP #3: If there are too many channels to keep track of, star your favorites. This will bring them to the top of the channels list on the left sidebar.

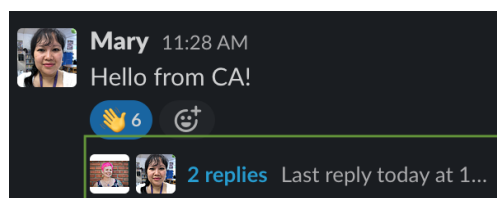


2. Consolidate related messages under threads rather than posting new messages.

If you are responding to someone else's comment, consider starting a thread. Starting a thread will pull up a new panel on the right, allowing you to respond to the comment without posting to (or alerting) the entire channel.

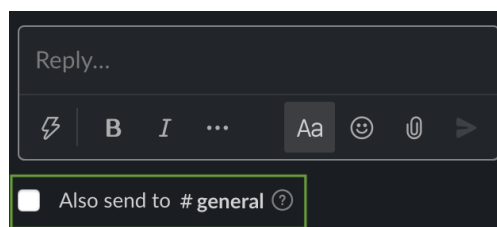


If someone else has already started a thread, the comment will have "X replies" underneath. Click there in order to view the thread and add your own response.



If you'd like to post to the thread *and* to the channel, you can check the "Also send to #channel" box.

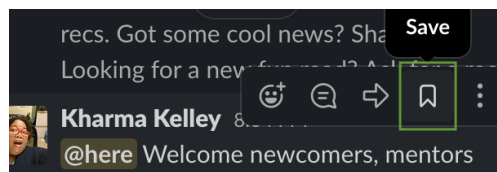
TIP: Only people who have contributed to a thread will be notified of new responses. If you'd like for someone to be explicitly notified, mention them.



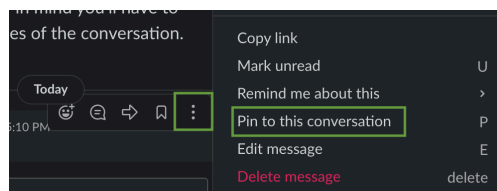


3. Save important messages for easy reference.

If there's an important message or thread that you'd like to save for your own future reference, use the Save feature (bookmark icon). You'll be able to find these threads or messages under the *Saved Items* section on the left sidebar.



For items that might be of future interest channel-wide, *Pin* rather than *Save* the message. Save at the user level; Pin at the channel level.



4. Mention people / groups for targeted notifications.

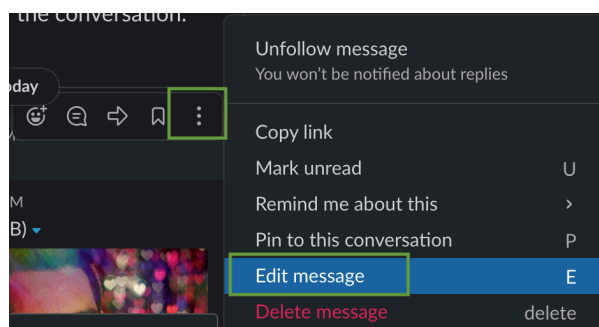
If you'd like certain sets of people to be notified of a message, you can mention them in the following ways.

- @kharmakelley: Notifies (for example) Kharma about a specific message.
- @here: Notifies anyone who is currently active / signed in on the channel. Use for important time-sensitive issues.
- @channel: Notifies all members of the channel, even those who are not signed in. Use for important channel-wide announcements.

TIP: You can change your notification settings under Main Menu > Preferences > Notifications (see image next to [Accessibility Options](#) below if you can't find it).

5. Correct typos / errors using the Edit function.

If you've made a mistake in a message, you can edit the message directly. Just click on the message, select the three vertical dots, then "Edit message."





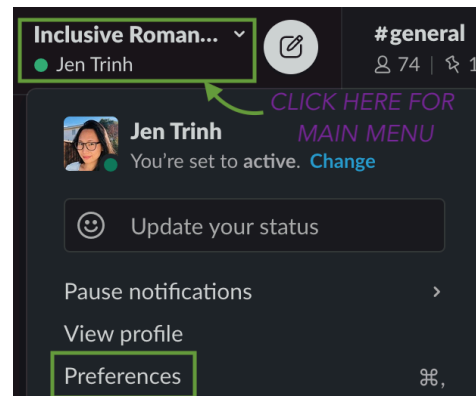
TIP: If you'd like to test formatting and draft out messages *prior* to posting, you can do so by direct messaging yourself.

Hopefully, these tips and guidelines will help to improve everyone's Slack experience! **If you have any further questions, feel free to contact Jen Trinh** 😊

ACCESSIBILITY OPTIONS

You can modify zoom level, language, colors, animations, and other accessibility settings under Main Menu > Preferences.

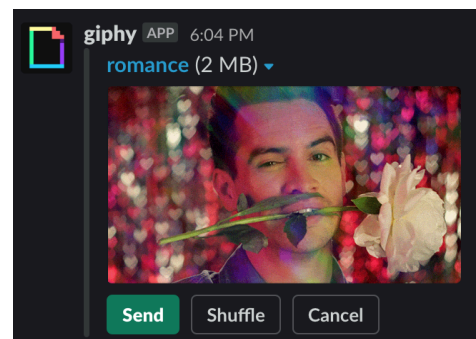
TIP: From there, you can also change notification settings, including muting all sounds, or selecting a different notification sound...such as someone saying the word, "Hummus."



FUN EXTRAS

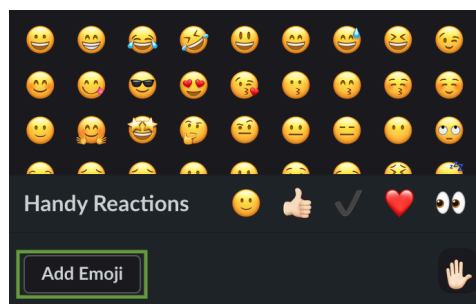
1. Responding with GIFs

If you type `/giphy` (without the quotes), followed by a word, the giphy app will present you with a random GIF based on the word that you typed. You can choose *Send* to post the GIF, or *Shuffle* to select a different one. Try it out in a direct message to yourself. Ex: `/giphy romance`



2. Custom emojis

From the emoji menu, you may click on the Add Emoji button to add new ones. There are a ton of emojis to choose from [here](#), but any image will work! Be sure to give the emoji a useful name so that it's easy for people to find.





TIP: You can change your default emoji skin-tone by clicking on the hand on the bottom right.