



How to Use Slack

Use this template to outline best practices for your team's internal use of Slack. [Learn more](#) about this template.

How should we use Slack?

Slack can be used for real-time conversations and to connect with colleagues, but the expectation is that Slack should be considered an asynchronous communication tool. This means that you're not required to respond to a message immediately, as your focused attention might be elsewhere (in a meeting or on your deep thinking work).

Personalize your Slack experience

Your profile

- Include a *photo of you* that shows your face (not Pizza 🍕, sorry)
- Include the *Slack channels* where your work can be found (i.e. internal-comms)
- [Set your emoji skin tone](#)
- Add your gender pronouns

Notifications and channel Settings

- To better prioritize channels and direct messages:
 - Use [Slack's Section](#) functionality to categorize your convos
 - [Set message reminders](#) to manage your queue
 - [Star conversations](#) to mark them as important
 - [Reduce noise](#) in Slack via [customizing notifications in Slack](#)



- Consistently use a 📌 when referring to pinned Guru Card, Asana or Google project in the channel

Honor and Personalize your status

- [Personalize your status](#)
 - [Connect Slack to Google Calendar](#) to make the team aware you're in a meeting
 - Utilize preset Slack statuses and set your status to normalize sharing (e.g. *heads down, with kids, on a walk*)
 - *Self-honor* your status: If on vacation, be on vacation; after hours, respond in the morning
 - In turn, recognize that your colleague set a status to explicitly communicate something. It's certainly okay to send them a message, but remember that Slack is asynchronous

Posting guidelines and etiquette:

Pause before you post:

- To allow us to better assume good intent, seek balance, and promote mindful action at work, consider **pausing before you post**. This encourages us to slow down in order to respond vs. react to a message
- When an individual is @mentioned in a channel, consider waiting for that human to respond before joining the conversation
- **Post in public or shared channels vs. direct messages**. This is why Slack exists and is the most impactful habit we can change to promote transparency!

@Mention guidelines:

- @mention human beings in channels (it's okay we promise) if you require a direct response
- Use @groups to communicate with a specific team. This will empower anyone on the team to respond.



- Only use at @here for time-bound communication (i.e. here's the Zoom PW I forgot to include)
- Do not use @channel

Use Message urgency indicators:

:point_up: = **Making You Aware**. No action needed

:triangular_flag_on_post: = **Need ASAP**. Hoping for an immediate response

:one: = **Response requested in 1 Day**. 1 day grace period for a response

:three: = **Response requested in 3 Days**. 3 day grace period for a response

:car: = **Move This Party Elsewhere**. A polite reminder a message should be in a different channel. Assuming good intent, this a polite suggestion that convo is better suited somewhere else (thread or a DM). *It's important to understand this is an accepted suggestion and is not meant to feel rude or mean.*

Use Message Reactions consistently

Use reaction emojis: Reacting to Slack messages to let people know if you've read it or completed the action item.

:eyes: = **Taking a look/Will take a look**

:white_check_mark: = **Action taken**

Find custom Guru emojis for Slack [here](#)