



Slack Overview

Using Slack for Remote Work – Reid Morrison

Agenda

- Setup
- Text Messaging
- Voice Calls
- Channels
- Retention
- Etiquette

Pace



Setup

- Headphones
 - Excellent quality!!!
 - With microphone
 - Apple EarPods with 3.5mm Headphone Plug – White
 - Amazon \$18.29
- Profile Setup
 - Upload a picture
 - Work appropriate
 - Professional
 - Timezone
 - Set a status
 - Setup Notifications

Text Messaging

- Text Messaging
 - One to one
 - Replaces physical phone Text Messaging
 - Formatting: Bold, Italics
 - 👍 😊 🎉 🤔 💧 ✅ 100
 - Code or Text Snippets
- Group Messaging
 - Add participant
 - History is lost
 - Convert to Private channel
 - Add participant retains history
 - Cannot convert to public channel
 - Asynchronous, not right Now!

Public Channels

- Channels
 - #general
 - Affects everyone
 - Keep it short
 - Move to dedicated channel
 - #random
 - Still need to post something, not work related
 - #production-support
 - Purpose specific team channel
- Browse Channels
- Join a channel
- Mute a Channel
 - Time waisting

Private Channels

- *Team Channel*
- *Reduce number of participants*
- *Communicate outcomes in public channels / email*

Voice Calls

- Individual
 - Click on the phone icon in any chat
 - Replaces physical phone
- Conference Calls
 - Up to 15 participants
 - Private group messages
 - Slack calls everyone
 - Channels
 - Participants must join
- Video available
 - Recommended
 - Team feel
 - Participate
- Screen Sharing
 - Select Display



Retention Period

- *Messages automatically removed*
 - *2 Months*
- *File uploads shorter*

Etiquette

- Words don't communicate the whole story.
 - Harsh
 - Sensitivity Training
 - Emoji's
 - 👍 😊 🎉 😂 😓 ✅ 100
- Skip pleasantries
 - "Hi Joe"
- Never use All caps
 - FYI => fyi
- Technical terms `HTTP\_PROXY`
- Edit Messages
 - Spelling error
 - Reword

Pros

- Hashing things out quickly
- Production Alerts
- Sense of belonging
- Having fun
 - #random

Cons

- Constant Messages
 - Mental fatigue and exhaustion
- Now!
- FOMO
- Incomplete Thoughts
- Implied consensus
- Knee-jerk responses
- Devolving Conversations
- Concurrent Conversations
- Repetition

<https://basecamp.com/guides/group-chat-problems>

Q&A

- Questions?