20 Slack tips to build a better workplace

Bring more inclusivity, flexibility and connection to your team—no matter where or when you're working

slack

We all have an invitation to reinvent the way we work.

[Research](#) shows that 83% of knowledge workers want to work remotely full- or part-time, and that means we have a genuine opportunity to change working norms—for good and for the better.

Here at Slack, we believe this entails creating a forward-looking workplace that is inclusive, flexible, and rooted in connection. A workplace of diverse teams, supported by equitable practices; where different schedules aren't just accepted but welcomed; and relationships and trust are nurtured with intention.

Reinventing the way we work will require collective action and many small steps. To give your team a head start, we've compiled 20 tried-and-true Slack tips. Each will help you:

- Foster a more inclusive digital workplace
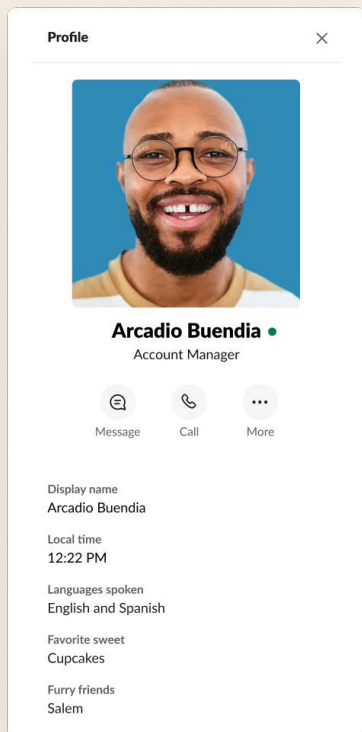- Support a more flexible work schedule
- Create a more connected workplace

These tips range from little changes to help you manage your time to new avenues for building meaningful relationships outside the traditional office. Good luck on your journey, and remember, we're all in this together.

Foster a more inclusive digital workplace

Help employees feel at home, wherever they're working

Customize your Slack profile

How is your name pronounced? What are your pronouns? Meeting people over Zoom can be tricky, but Slack profiles share both useful and fun information. Your company can customize unique fields to its Slack profiles, so employees can add their favorite dessert, what languages they speak, and so on.

Profile   ✕

Arcadio Buendia ●
Account Manager

💬   📞   •••
Message   Call   More

Display name
Arcadio Buendia

Local time
12:22 PM

Languages spoken
English and Spanish

Favorite sweet
Cupcakes

Furry friends
Salem

Find solidarity in employee resource and support groups

Employee resource groups (ERGs) offer invaluable support and a safe space that helps every employee bring their full self to work. For example, people of different faiths can gather in their respective channels and plan monthly meetings, parents can share tips and stories, and people of color can celebrate their culture and heritage in a channel. For each Slack ERG, we also have a public channel for allies to learn how they can support their coworkers as well as the broader community.

Private channels:
just for ERG members

Public channels:
where allies can participate

▼ Channels　　　　　　+

🔒 acme-women

🔒 earthtones

\# hello-earthtones

\# hello-out

\# hello-women

\#

\#

\#

\#
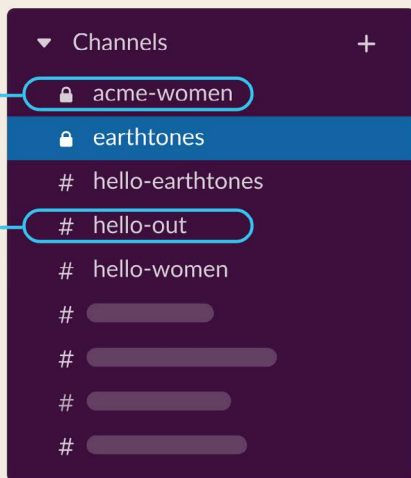
Encourage spontaneous bonding with Donut

Meeting new people at your company isn't just essential for healthy cross-functional relationships; it's an important source of social interaction. Hallway run-ins and watercooler conversation at the virtual office can still happen with the Donut app for Slack. Donut randomly pairs you with a teammate via a direct message in Slack and encourages you to chat over a virtual or in-person coffee.

Donut APP 12:45 PM
👋 @Harry Boone, @Zoe Maxwell! I'm here to help you get to know your teammates by pairing everyone from #coffee-roulette each week.

Why don't you two pick a time to meet for a virtual ☕ ?

Zoe Maxwell 12:48 PM
Sweet, let's do it! @Harry Boone, looks like you're free on Thursday at 2pm?

Harry Boone 12:52 PM
Sounds great, will set up a Zoom!

Build your company culture, emoji by emoji

Emoji reactions have a [variety of use cases](#), and every Slack workspace starts off with a preloaded pack. But did you know that you can take any image and upload it as a custom emoji in Slack? Try uploading photos of your teammates to use as an emoji reaction to celebrate something they did, or develop your own inside joke—for example, at Slack we use a [raccoon emoji](#) to move discussions to more appropriate channels.
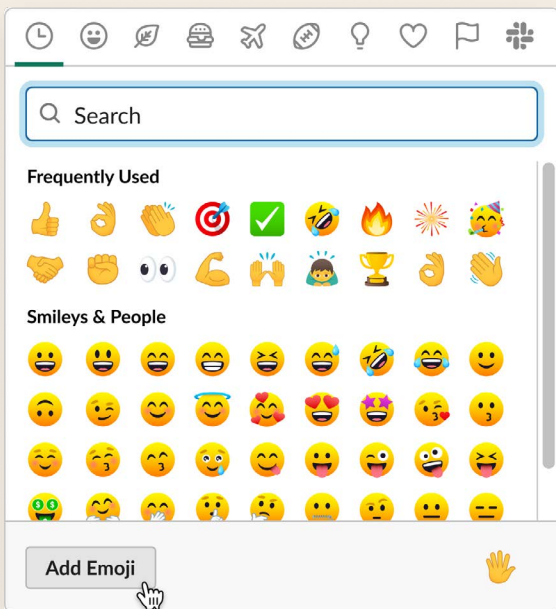
Slackbot APP 12:00 PM
Reminder: Happy **FRI-YAY**, marketing team! Why don't you share something great someone did this week?

Lee Hao 12:05 PM
Happy Fri-yay to everyone participating in content development for the upcoming workshops!

🙌 4   🎉 2   😊+

Jagdeep Das 12:20 PM
Big kudos to @Zoe Maxwell for constantly refining our operational systems and being a great partner!

Foster team appreciation from afar

When you're not seeing your coworkers in person, it's easy to feel like your contributions and opinions may be going unnoticed.

Setting a Slackbot reminder to appreciate the work of others encourages a healthy culture of recognition (ours chimes in every "Fri-yay"). Plus, your coworkers might return the favor later on if you give them a shoutout.

? **What's on your mind?**   ↗ ✕

What question would you like to ask?

We paused our website redesign last quarter. When   2822
can we get that going again?

Cancel   Submit

Make office hours accessible to all

If your team is full of subject-matter experts who routinely field questions from cross-functional partners, we have good news: You don't need a physical office—or weekly calendar block—to keep up office hours. Using Workflow Builder, coworkers can submit questions using a form. Once the form is submitted, the person's question gets posted to a dedicated channel where a member of the team can acknowledge the query and answer it directly. This turns the channel into a living, searchable FAQ.

Bonus tip: Gently remind channel members to search for answers before posting new questions. This creates a standardized way for anyone at the company to ask questions asynchronously, letting the team respond as their schedules allow.
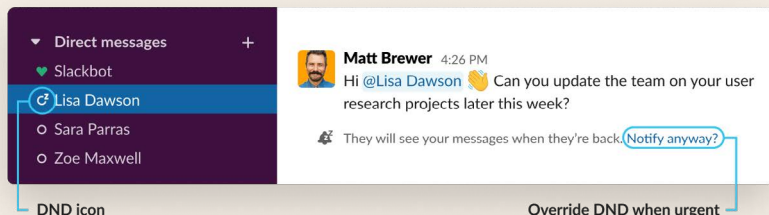
Support a more flexible work schedule

Set boundaries, stay focused, and replace meetings with asynchronous alternatives

Let others know when you're on/off the clock

[Slack's Do Not Disturb settings](#) are one of the most effective ways to set expectations with your coworkers, letting them know when you're "on" and when you're "off" the clock.

Others can continue to send you DMs or mention you in channels, but they'll see an indicator that you're away and won't be automatically interrupted. You can also pause notifications temporarily from your user menu whenever you need time to focus on projects.

DND icon   Override DND when urgent

Manage your calendar, right in Slack

Apps like Google Calendar and Outlook Calendar can both help you keep tabs on your time and let your team know when you're busy.

Both apps will automatically send you a morning reminder showing your day's entire schedule and notifications when meeting details change. They'll also update your Slack status during and after any scheduled event.
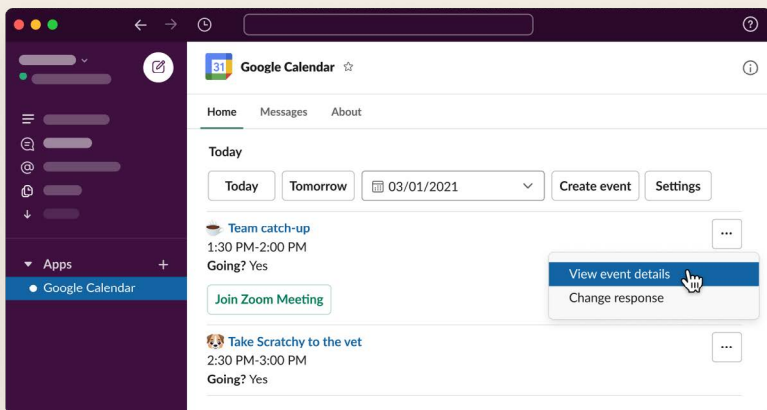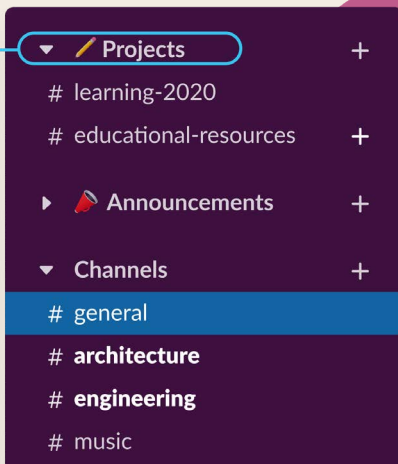
Practice good channel hygiene

A healthy Slack workspace can have hundreds or even thousands of channels, but you don't have to join all of them. Instead, stick to the ones you need day to day, and customize your experience so you don't feel overwhelmed.

- Star channels that are most important to you, and they'll move to the top of your sidebar.
- On paid Slack teams, you can organize your channels into custom sections. For example, your team's brainstorming and announcement channels can sit under one "👥Team" header.
- Feel free to leave channels for projects that are completed or no longer involve you.
- Mute channels you only occasionally need (like #help-benefits).

Custom sections ———

▼ ✏️ Projects   +
   # learning-2020
   # educational-resources   +

▶ 📣 Announcements   +

▼ Channels   +
   # general
   # **architecture**
   # **engineering**
   # music

Move your stand-up to a Slack channel

Daily stand-ups help teams stay aligned on what everyone is working on, but they don't require formalized meetings. By moving your daily or weekly stand-up to Slack with Workflow Builder, team members from Perth to Nashville can post what they're working on in a tidy thread at their convenience. Everyone can browse through what their coworkers are up to at their own pace, and you'll have a searchable history of everyone's tasks, ensuring that no one is duplicating the same thing.

Content team look-ahead WORKFLOW 10:00 AM
Hey @editorial-team, please post your plans for the week ahead.

1 reply

Lee Hao 10:12 AM
Getting our latest competitive analysis white paper over the finish line after copyedits and final designs!

Arcadio Buendia 10:19 AM
Editing two blog posts and working on promo ideas for next month's big release.

Lisa Dawson 10:28 AM
Finishing up the e-book release, then gearing up for our quarterly brainstorming meeting.

Get feedback, no meeting required

Getting feedback on your latest designs, crowdsourcing ideas for an article, or asking your team to review your new pitch deck usually translates to more meetings—but it's possible to get the information you need just using Slack. Try using Workflow Builder to collect ongoing feedback, so everyone can review at a time that works best for them while still driving decisions forward.

It's simple: When someone reacts to a message with the emoji of your choice, they're sent step-by-step instructions—by way of a basic form—for sharing their feedback. Once the feedback is submitted, the person who initially requested it automatically receives new responses via direct message.

Remote feedback WORKFLOW 9:36 AM
New survey from **@Zoe Maxwell**

With our annual planning offsite behind us, we'd love to hear more about the attendee experience.

What worked best at the retreat?

What areas could we improve?

Respond to survey

Turn larger meetings into on-demand viewing

If a meeting is centered around hearing updates from leaders and requires minimal audience interaction, try recording it instead. Share the recording with a written recap in the relevant Slack channel, and schedule an optional "viewing time" on everyone's calendars, but leave it up to them if they want to watch the all-hands during the allotted block, read the recap, or find another time to watch the video.

Want to include Q&A? Ask for and address questions in a thread from the original message.

Zoe Maxwell 12:45 PM
🔄 **Q4 All-Hands - Async!**
The All-Hands video is ready! Please make time in the next few days to watch it, or use the time on your calendars at 1pm PT / 4pm ET today 🙇‍♀️

Here's how you can watch:
- 🎥 Recording (with captions)
- 📄 Deck + 📄 text from captions

Presentation from Google Drive ▾

All-Hands Deck
Presentation from Google Drive

👀 10   👍 👍 4   😊

Share instructions or demos through screen recordings

When you can't swing by a teammate's desk to offer help or answer a question, there's the [Loom app for Slack](#).

Imagine you're teaching someone in the Dublin office the tricky process of formatting a blog post in your content management system. Instead of searching for overlapping time on the calendar, you can simply record your screen and your front-facing camera simultaneously as you narrate the process. Share the resulting video over Slack, and your partner can review your tutorial as many times as they'd like, all in their own time zone.
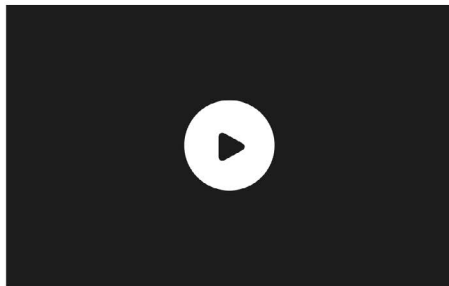
Create a more connected workplace

Build relationships and trust with coworkers and external partners alike

Start an #intros channel

Slack profiles only go so far—there's no space to share the fact that you were a nationally acclaimed hat dresser in a past life or teach surfing classes on the weekend. What you can do is post a short and sweet bio in a designated **#intros** channel (at Slack, this channel is called **#yay**. It's how we feel when another exceptional employee joins us). You can then link to this introduction in your Slack profile, so your coworkers can revisit your bio at any time and find common ground in shared hobbies or music taste.

Zoe Maxwell 10:55 AM
🎉 Please join me in welcoming @Sara Parras to the Marketing Team! ✨ She's our very first Advertising Operations Coordinator and will support the Performance Marketing team. She joins us most recently from Nakatomi Systems.

Some fun facts about Sara:
• She was born in Barbados 🔱, but has spent a majority of her life in California
• Sara enjoys rock climbing 🧗‍♀️ and is belay certified at Planet Granite SF
• She comes from a big family! She has a total of 6️⃣ siblings!
🎉 Welcome, Sara! 🎉

⭐ 10   👏 2   🎉 5   😀➕

Message #yay

Connect faster with external partners

Move conversations out of slow, siloed email threads and bring all the benefits of channels to your work with agencies, customers, partners and vendors using Slack Connect. Work can be asynchronous, allowing people around the globe to keep projects moving, or folks from all sides can come together in real time to make key decisions.

Arcadio Buendia 10:38 AM
Thanks, Acme team! We'd like to move forward with the proposal. What are our next steps?

🎉 1   😊

Lisa Zhang 10:39 AM
@Arcadio Buendia Great 🙌 I'll find time for me, you and @Harry Boone to walk through the timeline.

🟨 **Big Corp** is in this channel

Message #acme-bigcorp

And when you *do* need a meeting? With the Outlook and Google calendar apps, Slack will scan everyone's calendars—across different calendaring apps and organizations—and suggest available meeting slots.
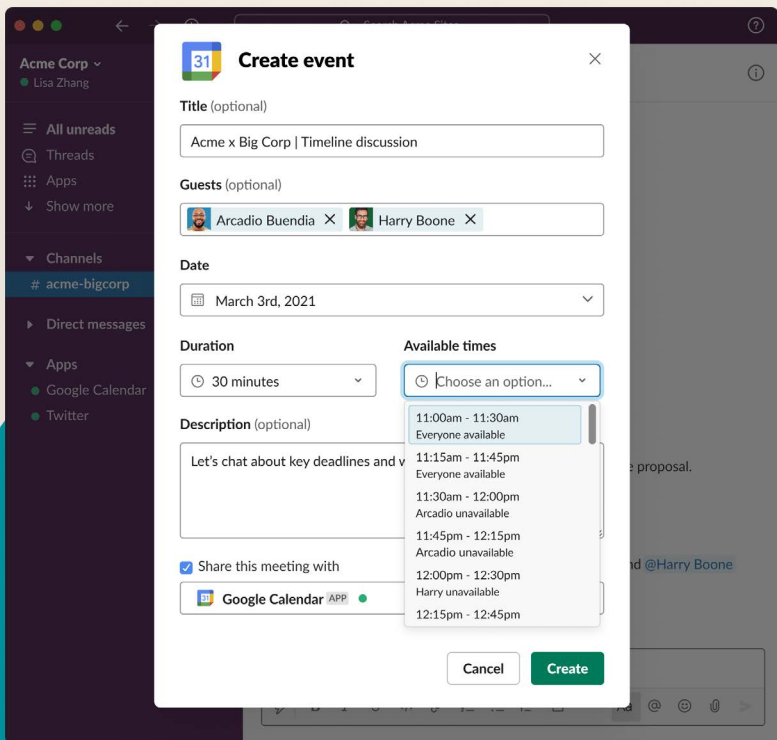
Make getting help as easy as possible

Tracking down experts takes time and experience, putting new hires at a distinct disadvantage. To level the playing field, create **#help-** channels, like **#help-benefits**, **#help-legal** and **#help-IT**. Unlike an email to benefits@acme-corp.com, a message in **#help-benefits** is viewable to anyone in the channel. If someone thinks their question is a common one, they can quickly search the **#help-** channel to find the answer.

Bonus tip: Give coworkers a simpler and more transparent way to request help from your team by creating a custom form with Workflow Builder.

Request Manager WORKFLOW 11:45 AM
New Help Desk Request

Urgency: 🔴 Urgent

💬 **Request:**
Need help with VPN

🙋🏼 **From:**
@Sara Parras

🖥️ **Category:**
Networking Request

📝 **Details:**
I can't connect to our VPN

👀 1   ✅ 1   😀

1 replies Today at 12:01 PM

Set a status ✕

😊 What's your status

Recent

👶 Caretaking — Today
🍔 Lunch break, back at 1pm — Today
🚫 Heads-down writing — Today
🚶 Out for an afternoon stroll — Today

Keep coworkers in the know with a custom status

Your custom status is shown to others whenever they check your profile in Slack or click on your name in the app. It's an easy way to indicate your current workload, if you're away on caregiving duty, or the best times to reach you.

If you have any extended leave coming up, let people know a week or so ahead of time, so you're not a blocker for ongoing projects. You can also update your status quickly in Slack's mobile apps, so if you're running late for a meeting or away picking up lunch, you can still keep everyone in the loop.

Get everyone's thoughts and opinions with Polly

Not everyone may be comfortable speaking up in a meeting, especially if it's over Zoom. Try using Polly to get people's thoughts and opinions on various topics, whether it's tracking team sentiment over time or gathering feedback on a remote work update.

You can also measure team sentiment in real time through a recurring Polly poll. Schedule them ahead of time or run a weekly survey automatically. This ensures that everyone's voice is being heard, with equal access to submit their opinions.

Polly APP 1:59 PM
You have a survey from @Matt Brewer in progress:
Quarterly Employee Engagement Survey

Question 1 of 5

I am happy at work.

| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

◎oooo (1 of 5)

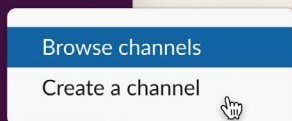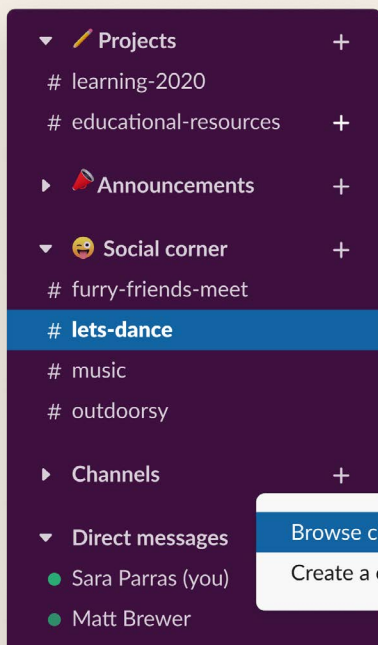| Jump to a question... ▼ | **Skip Question** |

Message Polly

Find common interests in social channels

[According to *Forbes*](), loneliness and isolation are the largest reported concerns among remote workers. From a **#coffee** channel that shares the best local roasters to a **#dogs** channel where everyone can show off pictures of their canine companions, social channels are a great way for employees to find common ground in mutual interests and bond with people throughout the company.

▼ ✏️ **Projects**   +
  \# learning-2020
  \# educational-resources   +

▶ 📣 **Announcements**   +

▼ 😛 **Social corner**   +
  \# furry-friends-meet
  \# **lets-dance**
  \# music
  \# outdoorsy

▶ **Channels**   +

▼ **Direct messages**
  🟢 Sara Parras (you)
  🟢 Matt Brewer

Browse channels
Create a channel

Never forget the little things with reminders

While we have the luxury of calendar apps to track big events like meetings, what works for keeping track of all the small things—like remembering to ask your team for feedback on a presentation, or asking a colleague a question first thing in the morning before they're overwhelmed with tasks?

With reminders in Slack, you can set a notification instantly by saying what you want to be reminded of and when. Slackbot will notify you at the precise time you've requested the nudge. You can also set reminders directly from messages that you'd like to review later.

Slackbot 4:50 PM
You asked me to remind you "Approve the team's PTO requests".

Mark as Complete   Delete   Snooze

Create a reminder

When

Today

Time

4:50 PM

Description

Approve the team's PTO requests   2962

Where to go for hints and help

Slack support

Slack Help Center

Here you'll find answers to common questions, step-by-step guides on how to customize the product, and useful walk-throughs for every feature in Slack.

slack.com/help

Slack Resources Library

All sorts of training guides customized to specific industries, as well as tips on how to improve your organization's use of Slack.

slack.com/resources

Slack blog

Our blog, "Several People Are Typing," covers stories and insights on collaboration, productivity, transformation and all things Slack.

slack.com/blog

You're doing a great job.

🎉