Introduction to Team Communication Software Slack

Slack today: an AI-powered work operating system organized around channels

Why teams adopt it: faster decisions, searchable context, less email noise, 2,600+ integrations

Daily surfaces: channels, DMs, threads, huddles, canvas, search, and Slackbot/AI

Agenda: channels, messaging, notifications, search, files, huddles, apps, etiquette, hands-on practice

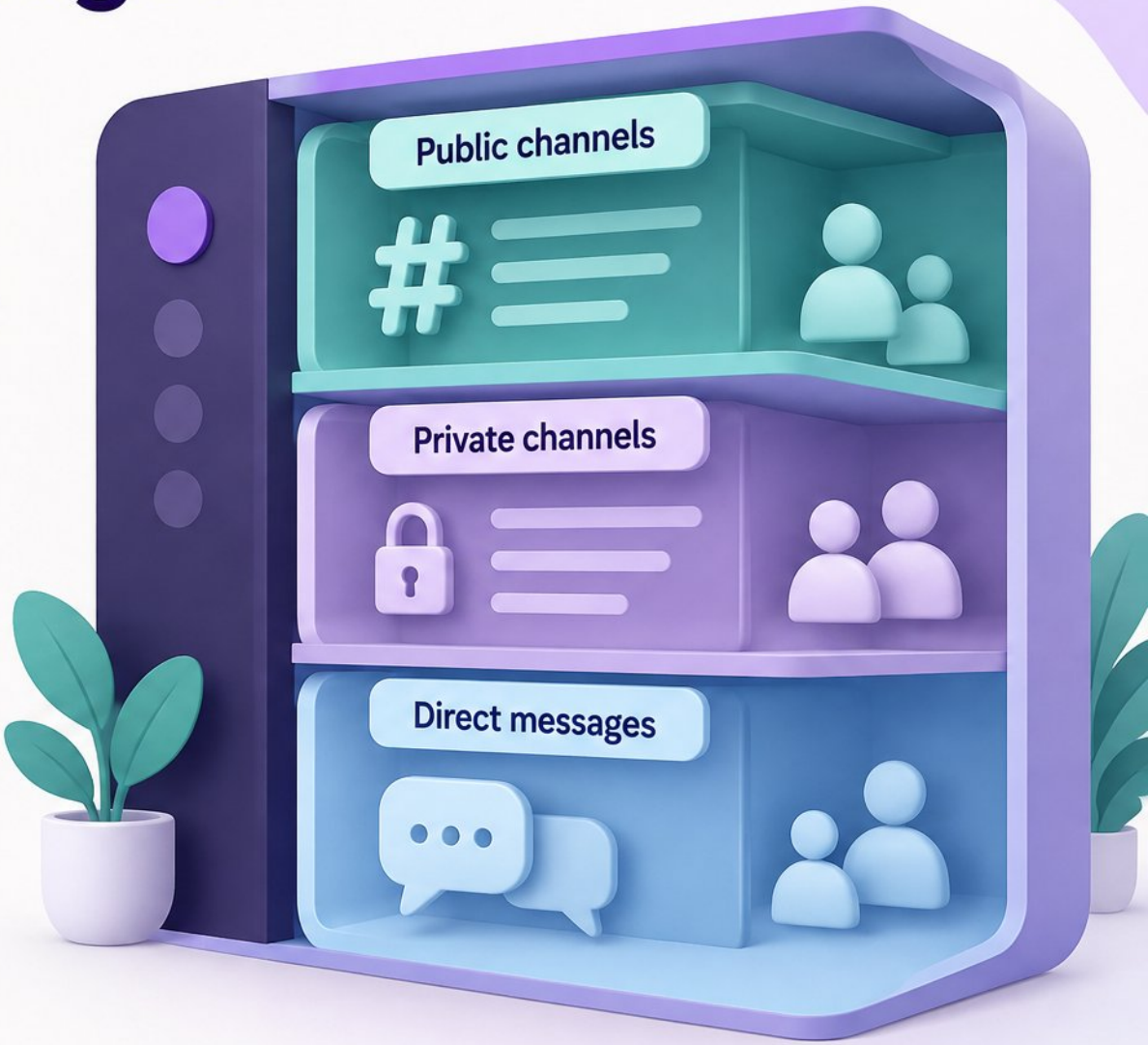
Session format: live demos, sandbox exercises, and team norms you can adopt immediately

Plan note: multi-person huddles, some AI features, and integration limits vary by plan

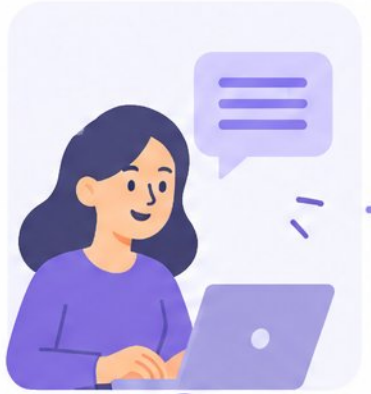


Workspaces, Channels, and Direct Messages

- Workspaces hold your organization's Slack; switch between them in the sidebar
- Public channels are open to all and build a searchable knowledge archive
- Keep private channels for sensitive topics: hiring, HR, legal, finance
- Use DMs and group DMs (up to nine people) for quick, private exchanges
- Name channels clearly with prefixes like **#team-**, **#proj-**, #help-, #announce-

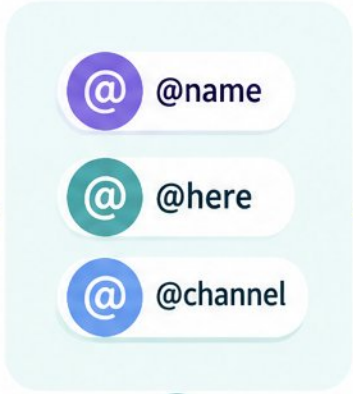


Sending Messages, Mentions, and Threads



1

Write clear, self-contained messages with bold, lists, and code blocks



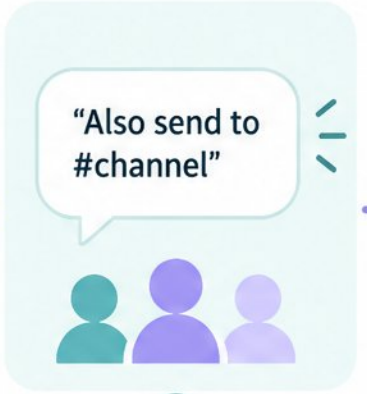
2

@name for owners, @here for active members, @channel only when delay hurts



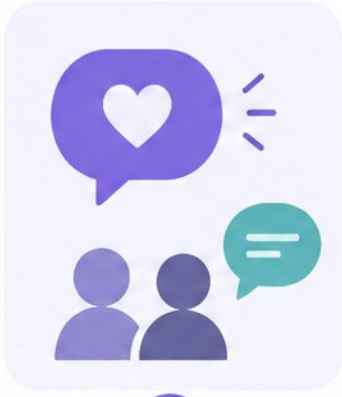
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Threads attach replies, notify participants only, and keep busy channels readable



4

Use "Also send to #channel" to share key decisions with everyone



5

React to acknowledge; move to a huddle after a few back-and-forths

Clear messages lead to better collaboration



Notifications, Search, and Staying Organized

- Default to mentions and DMs; add exceptions for key channels
- Tune each channel: All, Mentions only, or Nothing
- Use notification schedules, DND, and a focus status
- Add keywords to catch topics in muted channels
- Search smartly: from:, in:#channel, after:, is:thread, has:link
- Combine operators with spaces; use quotes for exact phrases
- Save items, star channels, set reminders, use Unreads view
- Search only shows channels and DMs you belong to



Files, Huddles, and Collaborative Content

- Share files by drag-and-drop or from Drive, OneDrive, Box, Dropbox; permissions follow the conversation
- Pin key files and messages so they stay findable at the top of a channel
- Start a huddle from any channel or DM: audio, video, screen sharing, notes
- Huddle links and messages are saved automatically afterward
- Canvas: a living channel page for FAQs, briefs, and checklists—co-edit in place
- Slack is for collaboration, not long-term storage—keep official documents in your system of record



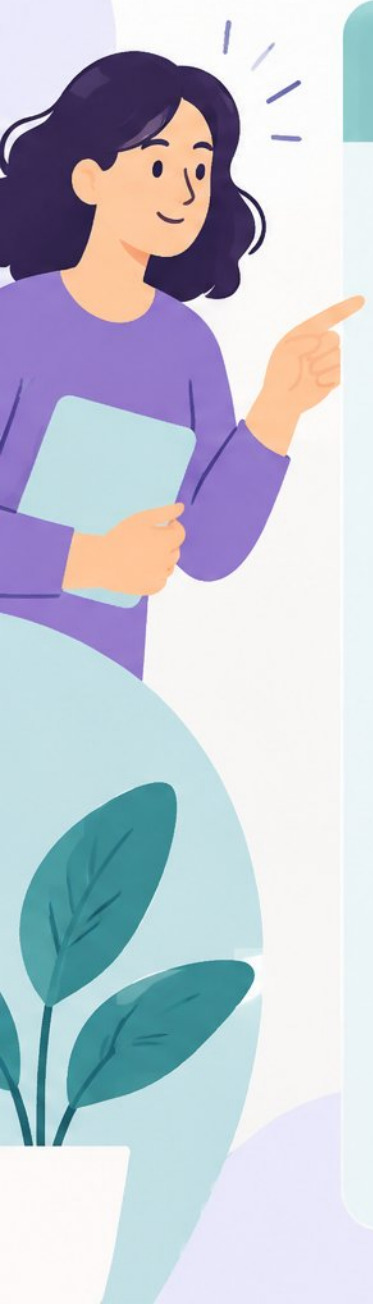
Apps, Integrations, and Workflow Builder

- Connect tools like Google Calendar, Jira, Asana, Notion, and Zoom through Marketplace apps
- Apps appear as Home tabs, slash commands, shortcuts, and live work objects
- Workflow Builder automates stand-up prompts, approvals, and onboarding—no coding needed
- Connector steps extend workflows to Sheets, Jira, Asana, and Salesforce
- Owners can require app pre-approval; review requested scopes before approving
- Request apps through a standard form with business justification



Communication Etiquette and Team Norms

Clear habits. Stronger teamwork.



Team Norms

Pin these in the channel topic

- Publish about six short norms; pin them in the channel topic
- Default to channels for questions, threads for longer exchanges, DMs for private matters
- Set a clear response-time expectation, e.g., one working day
- Define “urgent” by consequence, with its own escalation route
- Never send a bare “hello”; include question, context, and links together
- Use reactions to acknowledge and close loops without notification noise
- Respect focus time and off-hours; schedule sends and use DND
- After two exchanges, move to a huddle or call; log decisions in the system of record

Better conversations build better work.

Instead of this

- hello
- Can you answer this?
- It’s urgent!!!
- When will you get back to me?
- Just checking...
- 👍
- Are you online?
- Let’s discuss more here...



Practical Scenarios and Hands-On Exercises

Practice real-world tasks to build confidence and work more effectively together.

1



Scenario 1: create a project channel with clear purpose and pinned resources

2



Scenario 2: answer in a thread, then broadcast the resolution

3



Scenario 3: share a file, start a huddle, capture notes in canvas

4



Scenario 4: find an old decision with from:, in:, after: search

5



Scenario 5: set channel notifications and DND, confirm nothing muted

Pitfalls:

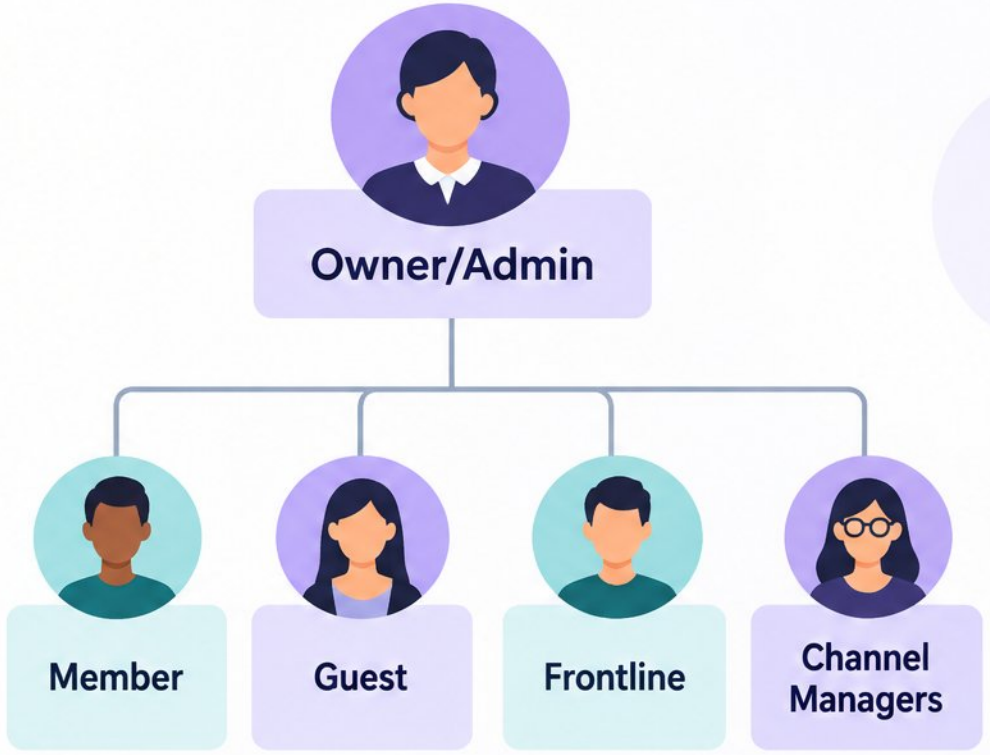
in-channel replies, @channel overuse, missing channel descriptions



Admin Basics for Team Leads and Coordinators

PEOPLE
SETTINGS
STRONGER TEAMS

- Roles: Owner/Admin, Member, Guest, Frontline, and Channel Managers
- Enterprise adds Org roles and narrower system roles like Channels Admin
- Channel tools: add members, edit posting permissions, rename, archive, convert
- Member management: invite, set default channels, deactivate leavers, guest access
- Security essentials: 2FA, SSO, retention, data export, app approval
- Verify actual workspace settings—owners can restrict many member defaults





Adoption Roadmap and Next Steps

From preparation to progress — a clear path to lasting adoption.

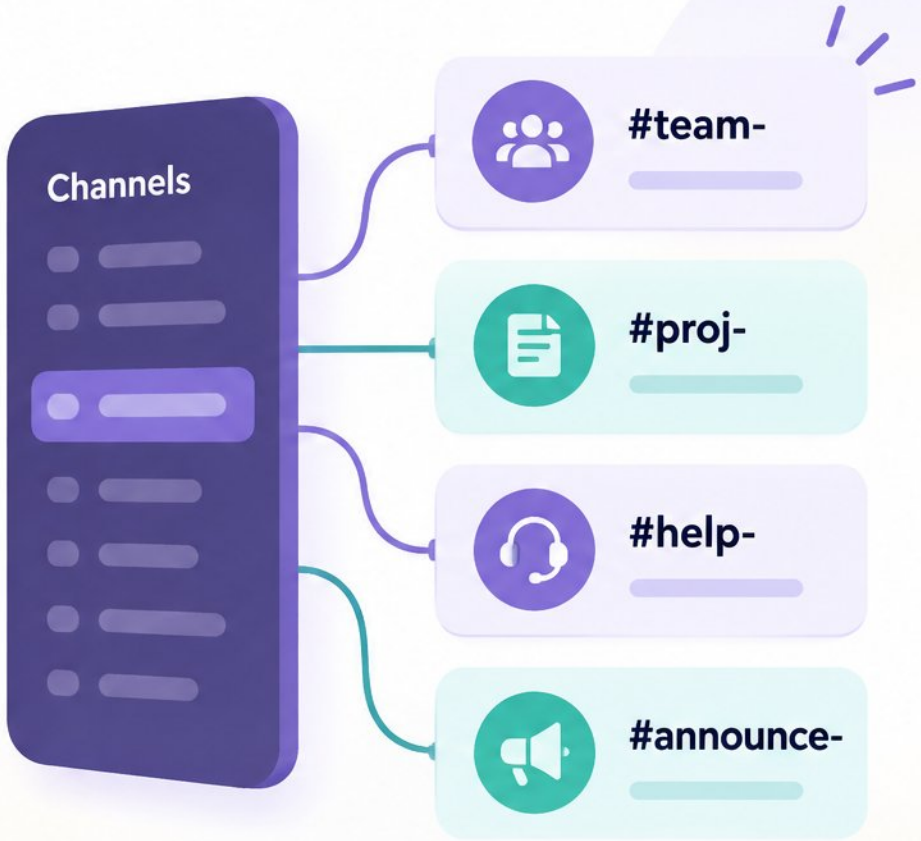
- Assess start: claimed vs. total members, days active
- Build adoption team: sponsor, champions, project lead, admins
- Reinforce the why: AMA, announcements, IT help desk, onboarding
- Weeks 1-2: daily tips, weekly huddle office hours, nudge invitees
- Launch plan: channel naming, posting norms, app-approval guidelines
- Measure adoption metrics and feedback; keep learning with champions

People.
Progress.
Together.



Building Your
Team Channel Map

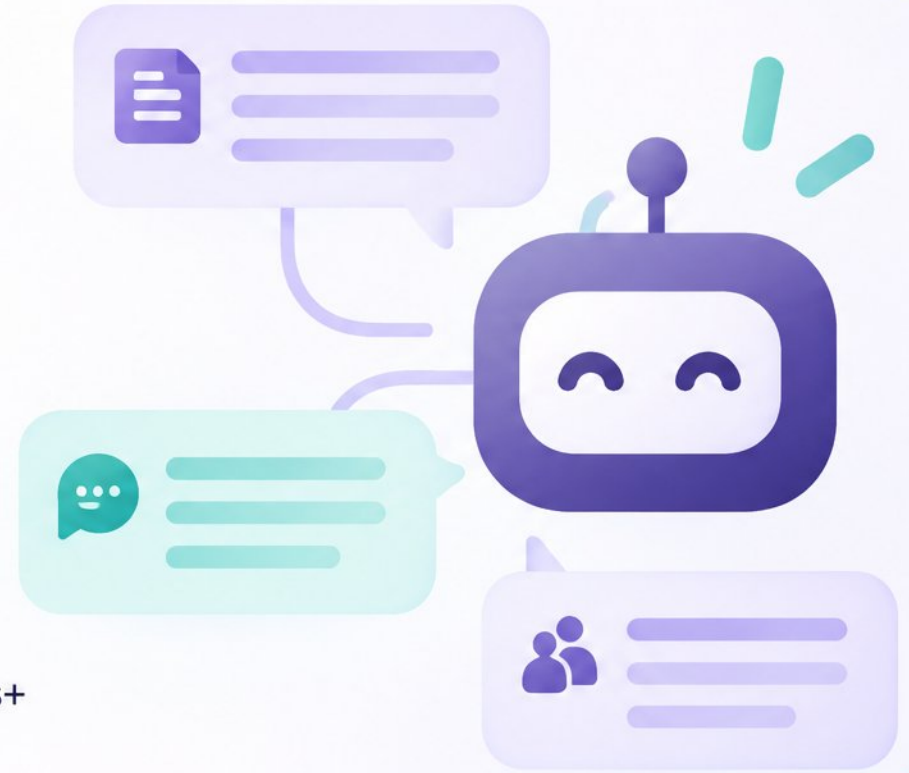
1. Map communication types: team, project, help desk, announcements
2. Agree on naming prefixes like #team-, #proj-, #help-, #announce- first
3. Start with a few core channels; add more only when needed
4. Mark each channel as announcement-only or open discussion
5. Give every channel a purpose, topic, and pinned starter message
6. Keep authoritative decisions in your system of record, not Slack





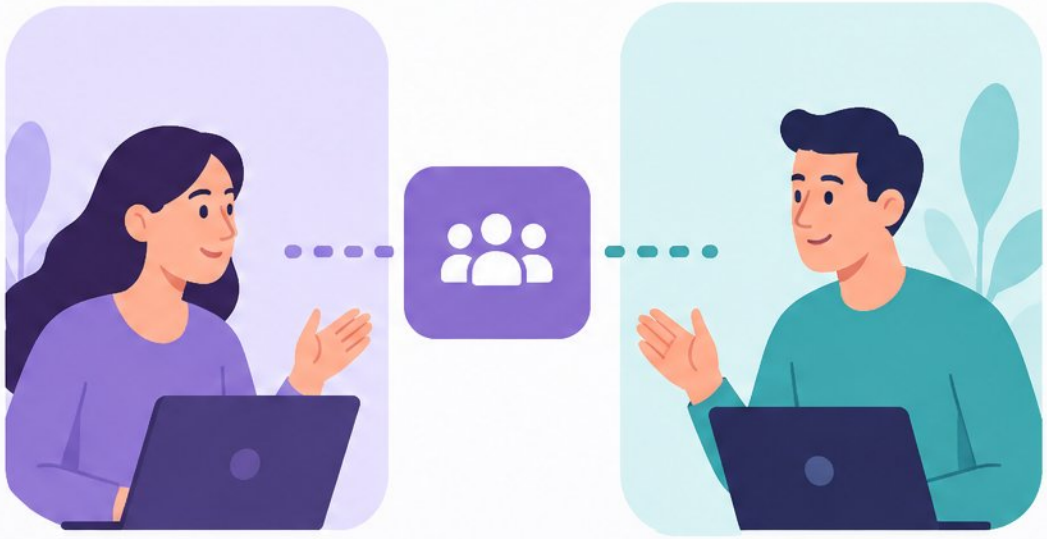
AI Assistance in Slack: Slackbot and Summaries

- Slack AI summarizes channels, threads, and huddles so you catch up fast
- Slackbot drafts content, preps meetings, and routes requests to connected agents
- AI search answers questions across conversations, files, and connected apps
- Plan-dependent: summaries and huddle notes on Pro; recaps and Slackbot on Business+
- Customer data stays in Slack and never trains large language models
- Use AI first, but verify key details against the original source



Working with External Partners in Slack Connect

- Shared channels bring clients, vendors, and partners into Slack
- Use dedicated external channels, not DMs, to keep searchable history
- Apply the same etiquette: clear messages, threads, careful broad mentions
- Assume admins on both sides can view shared content
- Name an internal owner and review membership regularly
- Availability varies by plan: limited on Free, broad on paid



Troubleshooting and Getting Help

- Too many notifications? Check channel settings, schedule, and DND first
- Can't find a message? Widen search, then add from:; in:, or date filters
- Huddle or app failing? Check your workspace, plan, and admin settings
- Guests can't mention the whole channel—route urgent issues through a member
- Get help: Help Center, #help-slack, admins, and designated champions
- Wrap-up: finish sandbox exercises and commit to one norm this week



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