Sales / Event Staff

How to communicate with and use SLACK Communications.

UPDATED POLICY 16 July 2019 by @kelvin.lee

1. Clause **SENDING / COMMUNICATING ABOUT THE EVENT MANAGEMENT JOB SHEETS**, has been removed due to the event job sheets now electronic and go straight to company server.

SLACK COMMUNICATION SYSTEM FOR STAFF INTERNALLY:

All Communication between Staff is to be done through **SLACK COMMUNICATIONS**.
To access the **Slack Communications** you will be required to download the program on your computer. This would have been provided to you on your registration.

SLACK Communications is a program that helps all staff talk quickly and instantly without cost of phone call or cost of text message. All staff must use this to communicate on Iconic Server and Staff. Staff should not hold a phone line up by calling another staff member. Use slack to speak with staff internally.

Staff will not respond to emails sent to staff who are working with Iconic. USE SLACK to communicate with all staff of Iconic if you are an employee or contractor to the company.

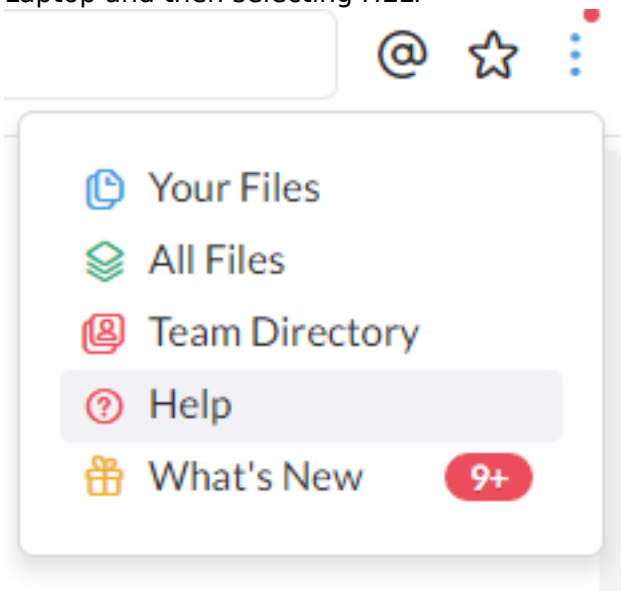
To access the **Slack Communications** your details would have been provided to you through the initial email registration.

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HOW TO COMMUNICATE AND USE SLACK COMMUNICATIONS.

Using Slack Communications on your PC or Laptop or on your smart phone is very easy. While there are many features in slack, the basic ones are here and are very simple. You can always if you encounter a problem, speak to Iconicâ€™s support team for help and support or you can use the help function which is found by pressing the

button, found on the top right corner of your PC / Laptop and then selecting HELP



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Sales / Event Staff

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COMMUNICATING

To communicate with SLACK, select the channel you need to chat to.

- For example if you have an problem with a prop, you would press on the channel 

Once you have selected your channel in the message bar below

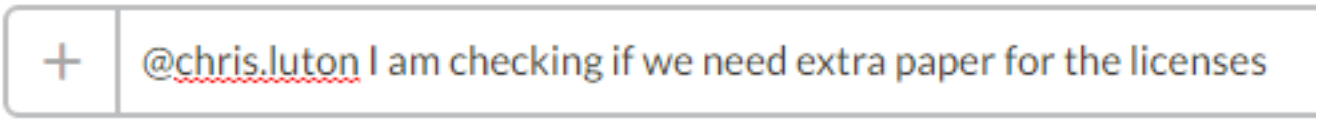


Select the person you wish to direct the message to, by typing the @ symbol and then the persons name. A list of available staff will display. You can select the person you wish to notify and select them.

- For example if you wish to speak directly to Chris you would type @chris.luton



Type your message directly after that.



When you are finished typing, press enter.

Because you have entered a staff memberâ€™s name they will personally be notified of an incoming communication chat. If you do not put a name in front of your communication, the staff member you wish to speak to, will not be notified. This means that there may be a delay in them getting back to you. Not to worry though, because Team Supervisors are always monitoring the channels and will be able to assist if you do not put in a name first.

COMMUNICATING ABOUT DAMAGED PROPS / WARDROBE

When a prop or wardrobe â€¦

1. Requires repair
2. Is damaged
3. A prop is missing, lost or stolen, during a Bump In or Bump Out prop list check.

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The Actors Captain, Cast member or Crew **is required** to notify the Props Master and Team

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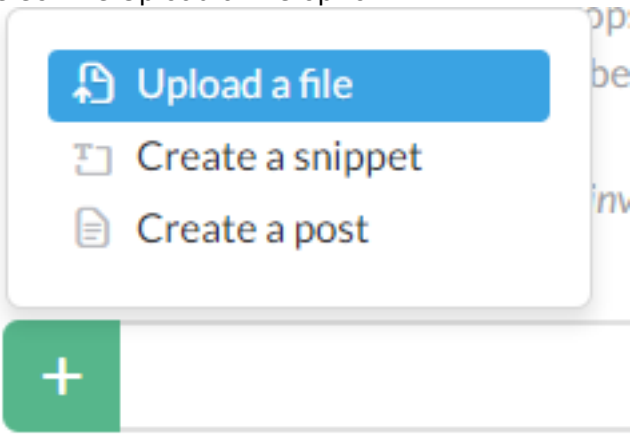
Supervisor immediately as it occurs or where not practical, as soon as possible as it has happened.

To notify the Props Master or Team Supervisor of this the employee/contractor is required to do the following:

1. Take a photo of the prop/wardrobe
2. Select the **Channel # props_costumes**
3. Press the + button on the message bar



4. Select the Upload a File option



5. Select the photo/image taken and upload.
6. Fill in the required fields, making sure that the following fields are answered:
    1. Title of the image/photo
    2. Share in is ticked and the right channel is selected.
    3. Add Comment is filled in, explaining, how the prop/wardrobe was damaged, by who and when etc.
    4. Then press the Upload button to upload the communication of the damaged prop/wardrobe.Â

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DIRECT MESSAGING FOR PERSONAL CONCERNS OR COMMUNICATION

Slack Communication provides all users the opportunity to speak in Private about concerns or personal matters that should be communicated publicly on the Slack Channels. **For example:**

- You have a grievance with another staff member or contractor
- There is a personal payroll matter or work related matter you wish to discuss with your supervisor or staff member.
- It is a security issue or safety issue.

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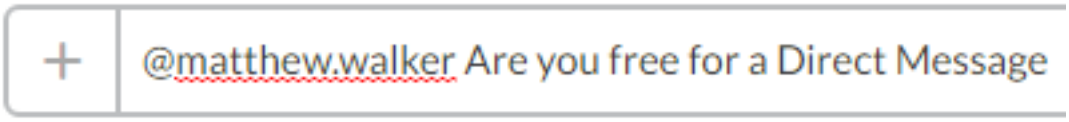
While direct messaging is available, between all users, please note that it should not be used for personal friendly chit chat or to bully or speak in a bad way about the company, staff, shows, customers or other persons. All users are required to remain professional at all times.

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To speak through Direct Message you would be required to do the following:

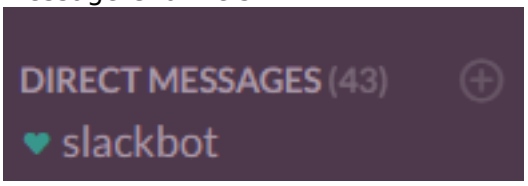
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1. Select the appropriate channel the matter relates to.
2. Request a Direct Message with the user by using the @ symbol with their name and requesting a direct private communication. **Example:**



At times staff will use the abbreviation of DM to mean Direct Message.

3. When the other user accepts, he will open up a Direct Message with you, in the Direct Message Channels



4. The communication can continue in the private direct message channel between the both of you.

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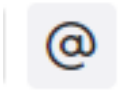
PLEASE NOTE: While the direct message channels are private between the users who choose to have a direct message. The Slackbot (a computer analysis program) monitors the channels for inappropriate or malicious language. If it is detected a supervisor will be notified and the direct message will be opened for investigation of the authorised staff members.

Also all direct messages are saved on the company server for legal reasons and should not be used in an unprofessional way at any time.

MENTIONS AND REACTIONS

As the company is growing, it can be difficult to know if you have been mentioned in communication or conversation or if you were notified but were not able to answer it on time.

The System and Server provides an excellent feature that would allow you to check if you were mentioned or notified anywhere.

To see if you missed a mention or notification click on the  **button** and a list of all mentions and notification would be displayed, where your name has been highlighted. You can simply press the  **JUMP** button to go directly to that message.

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Attached files:

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