Using Slack

How to speak directly or privately with a staff member on SLACK.

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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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 not 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.

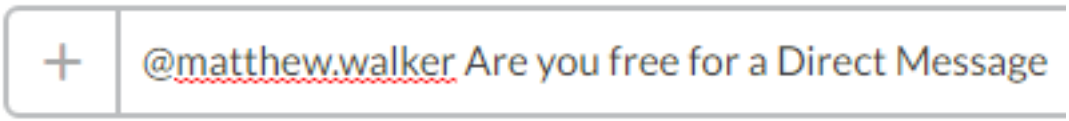
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While direct messaging is available, between all users, please note that it should not be used for personal friendly chit chat or to bully or speak in a bad way about the company, staff, shows, customers or other persons. All users are required to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

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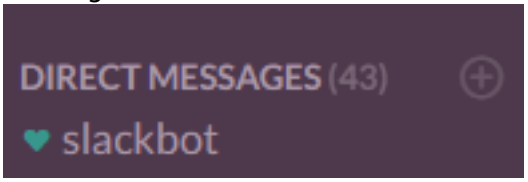
To speak through Direct Message you would be required to do the following:

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



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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.

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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.

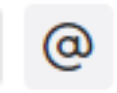
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MENTIONS AND REACTIONS

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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