COMPANY USER GROUP

Create your own Slack Channel

In this comprehensive document, you will discover step-by-step instructions, expert tips, and valuable resources to setup a dynamic Slack channel for your Atlassian Company User Group (CUG). Get ready to elevate collaboration, engagement, and knowledge sharing within your team like never before! Let's dive in and unleash the full potential of your CUG channel.

ⓘ **This document provides a guide on setting up a Slack channel for an Atlassian CUG.**

Create a CUG channel

Slack Channels are the best way to keep conversations about various projects, topics, or teams organized in Slack.

1. Click the **+ plus button** in the sidebar.
2. Select **# Channel** from the list. If you're on Enterprise Grid, choose a workspace from the dropdown menu.
3. Enter a **channel name**, then click **Next.** (ie. [Company Name]-atlassian-company-user-group)
4. Optionally, you can add a link to "channel description" external asset link when available to provide information about the purpose of the channel. For example, "Atlassian Company User Group (CUG) provides a dedicated space for team members to network, seek assistance, and share experiences related to using Atlassian products."
5. Choose a channel type (**public or private**), then click **Create**.
6. Once created, add important Company User Group links and resources by using the "Canvas" feature to add CUG assets, key links for members, and your meeting notes. **(More on Canvas below)**

⚠ **Note:** **By default, members can create channels and Multi-Channel Guests can create private channels (but Workspace Owners can change these permissions). If you can't create a channel, find a Workspace Owner to ask for help.**

Create a canvas

Canvases in Slack are a versatile tool for organizing, collaborating, and sharing information within the workspace. They can be used to create meeting notes, projects, or checklists and shared in Slack channels for collaboration.

There are **two** different ways to use canvases in Slack:

1. **In a conversation**

Every channel and DM comes with its very own canvas to store relevant, persistent content about the conversation and the work happening there.

2. **On its own**

You can create a canvas for anything you're working on – meeting notes, projects, or checklists – then share it in the appropriate Slack channel to collaborate with your coworkers. You can even have private canvases for select eyes only.

Channel canvas

By utilizing the standalone canvas feature, you can create your CUG Resources Canvas.

- **Get started:** Navigate to the channel or DM you'd like to create a canvas in, then click the **canvas icon** in the top right corner. These canvases are always available in the conversation and anyone who browses the conversation can view them.
- **Access permissions:** Anyone with permission to post in a conversation can edit the canvas
- **Notifications:** If someone mentions you in a canvas in a conversation, you'll receive a Slackbot notification.
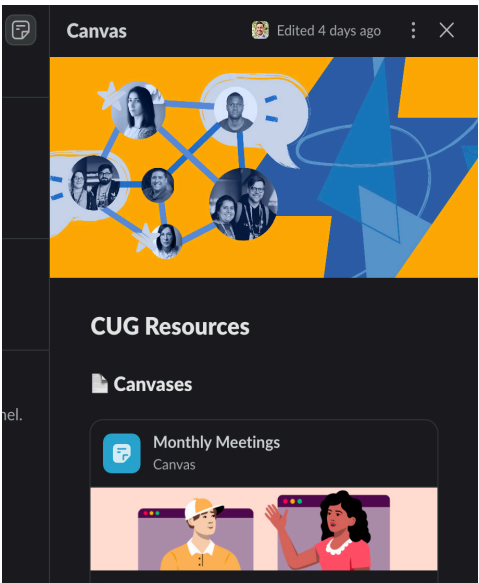
Standalone canvas

- **Get started:** Hover over **More** and click **Canvases** to view, manage, and create canvases.
- **Access permissions:** Choose whether people have permission to **View** or **Edit** when sharing a canvas.
- **Notifications:** If someone mentions you in a canvas that's shared with you, you'll see a badge next to **Canvases** in your sidebar.

Pro tip: Canvases will be returned in search results, like other messages and files in Slack.

Here is an example illustrating how your canvas can appear:

Helpful CUG assets and resources

By utilizing the standalone canvas feature, you can create your CUG Resources Canvas.

Asset/resources category	Links
CUG meeting assets (All-in-one Kit)	• Meeting Best Practices • Meeting Plan Template • Meeting Messaging Templates • Meeting Presentation Template • Pre-Meeting Survey Template • Post-Meeting Survey Template
Atlassian University	• Learning Paths • Get Certified • Grow your career
Admin user guides	• Guide to adoption and change management • Setting users up for success
Atlassian Team Playbooks	• All Plays

Member engagement

To effectively engage members in your new CUG, we recommend you follow these guidelines:

1. **Set clear expectations:** Clearly communicate the purpose and goals of the channel to all members. Let them know what kind of discussions, topics, and activities are encouraged.

2. **Start with introductions:** Encourage members to introduce themselves when they join the channel. This helps create a sense of community and allows members to connect with each other.

3. **Foster a positive and inclusive environment:** Ensure that the channel is a safe and respectful space for everyone. Encourage members to be supportive, kind, and inclusive in their interactions.

4. **Share relevant and valuable content:** Regularly share interesting articles, blog posts, videos, or resources related to the channel's topic. This keeps the conversation flowing and provides members with valuable information.

5. **Ask questions:** Pose questions to initiate discussions and encourage members to share their thoughts and experiences. This helps create engagement and encourages active participation.

6. **Organize regular events or activities:** Plan and organize CUG meetings such as webinars, Q&A sessions, or virtual meetups to bring members together and facilitate knowledge sharing and networking.

7. **Recognize and celebrate achievements:** Acknowledge and celebrate members' achievements, milestones, or contributions. This can be done through shoutouts or public appreciation.

8. **Utilize Slack features:** Make use of Slack's features like polls, reactions, and threads to encourage interaction and gather feedback. These features make it easier for members to engage and share their opinions.

9. **Encourage collaboration:** Create channels or threads for specific projects or topics where members can collaborate and work together. This promotes teamwork and active participation.

10. **Set guidelines for communication:** Establish guidelines for communication to ensure that discussions are respectful, on-topic, and constructive. Encourage members to use appropriate language and avoid spamming or excessive self-promotion.

11. **Stay active and responsive:** As a channel admin or moderator, be active in the channel and respond to messages and questions in a timely manner. This shows members that their contributions are valued and encourages further engagement.

12. **Seek feedback:** Regularly seek feedback from members on how to improve the channel and make it more engaging. Actively listen to their suggestions and implement changes based on their input.

Pro tip: Make use of the CUG Leader Messaging Templates asset to assist you in crafting your initial post and member CTAs.

By following these guidelines, you can create an engaging and vibrant Slack Channel where members feel connected, motivated, and actively participate in discussions and activities.

ATLASSIAN
Community