



A Short Guide to

The Better Conversation Community with Slack

Our Aim

Great conversation is more than just exchanging information – it can transform relationships and behaviours to benefit patients, staff and the health and care system.

To achieve great conversation, we advocate a health coaching approach, based on the science of behaviour change.

We are an informal coalition of organisations and individuals unified in wanting to improve conversations between the health and care system and people seeking care, their families and communities.

Our aim is to enable people to thrive by feeling more motivated, confident and in control of managing their own health and care.

Our Community

Slack is a group messaging and collaboration tool for communities. It is the heart of our network and the main space for conversation amongst a diverse group of health coaches united and guided by a set of beliefs and principles. A community that works together to improve the conversations of the health service.

Our Community Principles

1. Care Deeply

We work for people, patients, service users and their loved-ones; everything we do will be guided by our impact on them. We will be distinguished by our empathy—for users and for each other.

2. Work in the Open

We're a community; everything we do will be made to share. Where conversations happen that can't be shared, the wider learning still will be. We choose to be generous with knowledge; sharing our unique insights often.

3. Take Action

Although talking is vital, we will be defined more by the things we do than the things we say. We will create change by taking small, measured steps every day—everything from creating a new contact in a different area or discipline, sharing something we've written, or giving our time to contribute to others' work—and encouraging others to do the same. We won't create huge plans, but do things that make a real difference today, no matter how big or small. We will document what they are.

4. Experiment and Iterate

We don't think there's one way to make a difference. We will experiment with our unique talents, learning from and with each other in the interest of improving experiences of care. We will test, iterate and reflect. We will be humble in our approach, focusing on asking the right questions to get to the best answers.

We will embrace small failures as opportunities to learn. We won't get everything right, and we won't try to. We will listen, learn and improve together.

5. Be Diverse and Inclusive

Our approach to inclusiveness and diversity is driven by a simple desire to better represent the people we care for.

Our ideas will be created by a diverse group of people, drawn from the widest possible sets of views and experiences. We understand the people have different views so will rely on generating a quality conversation rather than reaching total agreement. We will support each other and value each voice that wants to contribute.

6. Work across systems

We believe that diverse views make our practice and services better. We will be characterised by our work to break down boundaries between groups. This means we'll work across professions organisations and sectors; building shared visions for the care of the population to make our work stronger and wider reaching.

7. Embrace Technology

We are passionate about making a difference in the present internet age. We will be a technology-enabled community, using online tools to network and share. We will use technology to make us efficient in developing our shared practice.

Adapted from One Team Government

If this sounds like you we want you to be a part of our community!

<http://betterconversation.slack.com>

Getting started with Slack

Joining the Community

Visit <http://betterconversation.slack.com> and sign up with a health and care related email address.

Set Up Your Profile

Help your colleagues in the health coaching community learn more about you and find you by [editing your profile](#).

- set your username to your full name. For example `alex_black`
- use a recognisable profile photo
- fill in 'What I do' with your role and organisation
- you don't need to fill in phone number or Skype

Changing Channels

Slack is split into different channels. Each channel is for discussing a different topic. These are listed on the left hand side of the Slack application. By default you'll be in three channels: `Announcements`, `General` and `Random`.

To join a new channel, click '**CHANNELS**' on the left. The channels available are;

Announcements is the place where important messages are sent out to everyone in the community. An example might be an upcoming Health Coaching event or development opportunities. You are subscribed to this channel when you join.



`# **General**` is the main space for the group and is where everyone will engage in health coaching-related chat. You are subscribed to this channel when you join.

`# **Random**` on the other hand is a space for any off-topic related conversation. You are subscribed to this channel when you join.

`# **Resources**` is a channel for curating interesting links and documents on health coaching for the group.

`# **Twitter**` will show a feed of tweets that may be of relevance from different accounts on the theme of health coaching, better conversations and leadership.

`**Event-XXXX**` All events should have a separate channel beginning with the word `event`. Discussions relating to this particular time-bound event should take place here. Please join or leave any events you want to receive notifications about.

`# **AMA**` One special time of event is an 'AMA' or Ask Me Anything. We aim to encourage a community members to each run an AMA to share learning. The host will introduce themselves with a short bio and then take any relevant questions from the group for 30 - 60 minutes.

To leave a channel, click the cog icon at the top of the screen and select the `leave` menu item.

Anything you post to the channel can be seen by everyone else there. If people join in the future, they'll be able to see it too (however there's a limit to how far you can go back and see posts in a channel).

Formatting

You can add formatting to your messages using Markdown. Markdown allows you to format text by typing commonly used keyboard characters, for example `asterisks around a word will be **emphasised** and `> A right arrow before a line will denote a quote`. See the full [Slack Markdown guide for more options](<https://get.slack.help/hc/en-us/articles/202288908-Formatting-your-messages>).

Getting People's Attention

You can refer to a specific person by using `@` then start to type their name. Slack will give you an autocomplete list of people to choose from. When you post the message, they will receive a notification.

For example:

@andi_west that plan looks great - what can I do to support the research?

For important messages for everyone in a channel, you can use `@here` or `@channel`. `@here` is normally preferred - it will send notifications only to people currently online in the channel.

For example:

@here the workshop is in room 4.1 - grab a glass of water, we are starting in 5 mins!

`@channel` sends notifications to everyone in the channel - if they are not online they will get an email notification.

For example:

In **#General**, I want everyone in the community to see this message:

@channel we've launched a new coaching website! Celebratory cake tomorrow!

Direct Messaging

For private conversations you can use direct messaging - start by clicking '**DIRECT MESSAGES**' on the left, or the '+' symbol next to it. You can then select all the people you'd like to have a private conversation with.

You can add people to the group later, but because direct messages are private this will start a new conversation without the previous message history.

