

#19 — Why the move from chat to channel can feel awkward

This post is a little different than others in this series.

Today, I'm not talking about features or buttons — I'm talking about *feelings*.

In the last post, we talked about **when** a conversation has outgrown chat and belongs in a channel.

👉 Even when that's true, getting there isn't always easy or straightforward.

Over time, I've noticed a few common patterns — and I want to be clear up front: I experience these things too.

1 It can feel like escalation, even when it isn't

There can be uncomfortable moments when a conversation shifts:

- *"Did I do something wrong?"*
- *"Why is this being escalated?"*

Sometimes all you wanted was a quick opinion.

"All I wanted was Bob's thoughts on this presentation — and now he wants to bring the boss into it and talk about things that weren't even on my radar. I don't have time for another meeting!"

That reaction is human.

👉 This is **social friction**, not a technical problem.

2 The timing often feels inconvenient

Spur-of-the-moment shifts rarely feel tidy.

- Calendars are full

- Notebooks are closed
- Stakeholders aren't all in the same place at the same time

There are very real reasons why a different time, place, or group might be more appropriate.

But when the change is unexpected, it can feel disruptive — even if the intention is good.

3 Channels feel more permanent — and that can be scary

I still balk sometimes because channels feel... recorded.

What if I'm wrong?

What if someone else's idea is better than mine?

What if this didn't need to be "on the record"?

That hesitation isn't resistance.

👉 This is learned behavior from poor modeling, not an unwillingness to collaborate.

4 I feel all of this too — and that matters

I want to say this plainly:

I experience these feelings as well.

They aren't bad. They're human.

Most of the time, the work isn't about pushing past them or pretending they don't exist.

What usually needs to happen — at least for me — is getting over myself just enough to accept the very gracious input others are offering.

When someone wants to move a conversation into a channel, it's often because they care:

- about the work
- about the outcome
- or about making sure others aren't left out

Remembering that helps me meet the moment with a little more generosity — toward them, and toward myself.

Most of the time, the awkwardness isn't telling us *not* to move the conversation.

It's telling us that something just changed.

And noticing that moment — without blame, without urgency — is often the first step toward calmer, more findable work.

Next time, I'd like to talk about **how to make that move feel more natural** — the language and habits that help lower the temperature when a conversation outgrows chat.