

**A resource to help you to  
promote equality and  
inclusion in the workplace.**



## The Inclusion Café aims to help tackle workplace incivility

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Workplace incivility is defined as low-intensity poor behaviour with an unclear intention to harm the target.

It is typically characterised by rude and discourteous behaviour which suggests a lack of regard for others.

Workplace incivility can have a damaging impact on workplace relationships, trust and communication and negatively on patient care.

If you require support and advice please contact RCN Direct on

In the long-term, it is intended to support interpersonal interventions around fairness

## Workplace civility matters

*“Rudeness at work is rampant and its on the rise” C*



Workplace incivility is characterised by low-intensity poor behaviour which is typically experienced as rude and discourteous with an ambiguous intent to harm.

Research suggests that the frequency of workplace incivility is rising in the workplace and has a particular impact for nurses, health care support workers as well as patient care. Rising demand, fewer resources as well as the combination of organisational cultures and environment can erode morale and create the conditions for workplace incivility to create a spiral of negativity. Typically, workplace incivility tends to go unaddressed and unacknowledged despite its impact.

Workplace incivility takes many forms. In its most subtle forms examples may include micro-aggressions such as ‘dirty looks’, being interrupted unnecessarily, not being listened to or being spoken to in a patronising or condescending tone. More obvious examples



# Types of discrimination

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**Discrimination by association** is when an individual is discriminated against because of association with another person with a protected characteristic.

**Disability discrimination** happens when someone is treated less-favourably because they are disabled or for a reason arising from their disability.

**Discrimination by perception** takes place when someone is wrongly perceived to have a certain protected characteristic

**Direct discrimination** occurs when somebody is treated unfavourably because of a protected characteristic

**Indirect discrimination** occurs when a requirement (or rule) that appears to be neutral and applicable to everyone in fact has the effect of disadvantaging someone because they a protected characteristic.

**Harassment** is unwanted conduct which has the purpose or effect of violating an individual's dignity or creating an

**disability | religion or belief | gender reassignment | sex | marital or civil partnership status | pregnancy and maternity | age | sexual orientation | political opinion | race | carer status**

Generally speaking you are protected against discrimination on the above grounds:

- when you are applying for a job (including references)
- through the terms and conditions of employment
- during disciplinary/grievance procedures
- in your working environment
- when you are going through dismissal or redundancy.

If you meet this criteria you are protected under law from discriminatory behaviours and entitled to reasonable adjustments at work.

The RCN is committed to working within the social model of disability.

This model argues that it is a lack of inclusive cultures, environments and attitudes that have a disabling impact on individuals and groups.

You can get advice and support on working with a disability from the RCN Peer Support Service.

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The Equality Act 2010 says that you must not be discriminated against because your true gender identity is different from the gender assigned to you when you were born.

You can be at any stage in the transition process and it is not necessary for you to have completed treatment or undergone surgery for the protections to apply.





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*“Workplace bullying prevalent among health and social care staff, with a quarter of lesbian, gay and bisexual staff experiencing homophobic and biphobic abuse from colleagues in the last five years.”*  
Stonewall, Unhealthy Attitudes: 2015



## Useful information

**C**  
[www.rcn.org.uk](http://www.rcn.org.uk)

**E** **C**  
(England, Scotland and Wales)  
[www.equalityhumanrights.com/en](http://www.equalityhumanrights.com/en)

**E** **A**  
(EASS) (England, Scotland and Wales)  
[www.equalityadvisoryservice.com/app/ask](http://www.equalityadvisoryservice.com/app/ask)

**E** **C**  
[www.equalityni.org/Home](http://www.equalityni.org/Home)

