



INCLUSION **CAFE**

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



Royal College
of Nursing

The Inclusion Café aims to help tackle workplace incivility

The Inclusion Café is based on the principles for dialogue generated by the world café concept. It aims to set a context for discussion, build equity of ownership of the issues, share tools to facilitate conversations and encourage participation from everyone, regardless of their position.

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 **0345 772 6100**.



This resource marks the start of a journey to develop and share tools and techniques to tackle bullying, discrimination and incivility across every care setting.

In the long-term, it is intended to support interpersonal interventions around fairness as well as complementing equality and inclusion improvement work being carried out at an organisational level.

The first stage of this journey focuses on raising awareness of our workplace rights around equality and inclusion. Later stages of development will focus on the practical tools and techniques used to successfully deal with incivility in the workplace. It will also grow to incorporate tools and resources that work at the level of teams.

Find out more by visiting the RCN website or by following us on Twitter:

 [@RCN_Inclusion](https://twitter.com/RCN_Inclusion)



Workplace civility matters

“Rudeness at work is rampant and its on the rise” Christine Porath & Christine Pearson, The Price of Incivility, Harvard Business Review, 2013

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 can take the form of emotional put-downs,



the ‘silent treatment’ or comments or gestures that have the impact of making the ‘target’ feel that they are not respected or valued in the workplace.

Creating and sustaining a strong civility culture is vital to delivering better outcomes for patients.

Strong civility cultures are also associated with providing a more inclusive workplace experience for healthcare staff.

Good policies and processes that address poor behaviour are an essential part of culture change. It is also important that individuals are empowered and supported to exercise their own leadership in this area too.

Bolder and more courageous: Our equality and inclusion strategy

Whatever the future holds for nursing, we know that we need to be bolder and more courageous in advocating for equality and inclusion across the healthcare sector.

Our priorities are to:



Challenge and Change:

Organising and campaigning for real change in the workplace



Connect and Communicate:

Deepening our connection to our members.



Equip and Inform:

Sharing skills for promoting equality and inclusion with all our members.



Identity and Intersectionality:

Understanding and advocating for the plurality of lived experience within the nursing family



Inspire and Activate:

Finding new ways to engage our members to use their voices and experiences to promote nursing.

The Equality Act 2010 at a glance

The protected characteristics



Types of discrimination

The Equality Act 2010 (EA10) outlines different types of workplace discrimination in England, Scotland and Wales. Northern Ireland has its own equality legislation.

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 intimidating, hostile, degrading, humiliating or offensive environment for that individual.

Victimisation is poor treatment of a person because they have previously brought a complaint under the Equality Act 2010.

Northern Ireland equality legislation covers the following areas.

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.



AGE

29

37

19

52

48

66

Whatever your age, you are never too young or too old to experience discrimination.

You may be perceived as 'too young' to lead a team or be treated as though you have no new ideas because you are older.

If you feel that you have experienced disadvantage because of your age contact RCN Direct for support:
0345 772 6100.



DISABILITY



Under UK legislation disability is defined as having “a physical or mental impairment that has substantial and long-term adverse effects on your ability to carry out normal day to day activities.” 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.



*Men in
nursing*

Bias

Your gender shouldn't determine how well you are treated. Both men and women can experience discrimination and disadvantage because of their gender in the workplace and outside of it.

ASSUMPTIONS

SEXISM

*Gender
roles*

*Women's
work*

Stereotyping



The Equality Act 2010 provides protection from discrimination on the grounds of gender identity or gender reassignment. In this case, the term gender identity refers to a person's intrinsic sense of being male (boy or man), female (girl or woman) or another gender.

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.



PREGNANCY AND MATERNITY

Just because you are pregnant, or have given birth, it doesn't mean that it is OK for employers to treat you unfairly.

According to research from the Equality and Human Rights Commission:

One in five mothers said they had experienced harassment or negative comments related to pregnancy or flexible working from their employer and/or colleagues; if scaled up to the general population this could mean as many as 100,000 mothers a year.



MARRIAGE AND CIVIL PARTNERSHIP

The Equality Act also provides protection against discrimination in the workplace on the grounds of marriage and civil partnership too.





RACE, ETHNICITY AND NATIONAL ORIGIN

Everyone has a race, ethnicity and nationality and the Equality Act 2010 says that it is unlawful to subject people to unfair treatment and discrimination on that basis.



SEXUAL ORIENTATION

Whether you identify as straight, bi, gay, lesbian or anything else, you are protected from discrimination and unfair treatment on those grounds.

“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

Royal College of Nursing
www.rcn.org.uk

Equality and Human Rights Commission
(England, Scotland and Wales)
www.equalityhumanrights.com/en

Equality Advisory and Support Service
(EASS) (England, Scotland and Wales)
www.equalityadvisoryservice.com/app/ask

Equality Commission Northern Ireland
www.equalityni.org/Home

References

Pearson, C and Porath C *The Price of Incivility*
Harvard Business Review, January 2013

*“Remember: Oppression thrives off isolation.
Connection is the only thing that can save us.”*
Yolo Akili



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CAFE

Disclaimer

The information contained in this document does not constitute legal advice. If you require support and advice please contact RCN Direct on **0345 772 6100**.

8.30am-8.30pm

Seven days a week, 365 days a year