



London TDM

# Administration and Office Management Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 02 November 2025 To 06 November 2025

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

This professional course on "Confidentiality and Ethics in Administration" is designed to equip administrators with the knowledge and skills necessary to uphold confidentiality and ethical standards in the workplace. Participants will gain an understanding of ethical principles, learn how to handle sensitive information, and explore the legal aspects of confidentiality. This course aims to foster an ethical culture within administrative contexts, ensuring that professionals act with integrity and accountability.

- Understand the principles of confidentiality in administrative roles.
- Recognize and resolve ethical dilemmas effectively.
- Learn the legal requirements related to confidentiality and data protection.
- Develop strategies for promoting an ethical workplace culture.
- Enhance decision-making skills with a focus on ethics and confidentiality.

## Course Outlines

### Day 1: Understanding Confidentiality

- Introduction to confidentiality in administration
- The importance of maintaining confidentiality
- Types of confidential information
- Confidentiality policies and procedures
- Case studies: Breaches and challenges

### Day 2: Ethical Foundations in Administration

- Definition and principles of ethics in administration
- Comparative analysis: Ethics vs. compliance
- Ethical decision-making frameworks
- Integrity and honesty in professional roles
- Exploring real-world ethical dilemmas

### Day 3: Legal Aspects of Confidentiality

- Overview of relevant privacy laws and regulations
- Understanding data protection laws
- Legal consequences of confidentiality breaches
- Role of contracts and agreements in confidentiality
- International standards and best practices

### Day 4: Promoting an Ethical Workplace

- Building an organizational code of ethics
- Strategies for ethical leadership
- Role of training and awareness programs
- Monitoring and auditing ethical practices
- Handling whistleblowing and reporting mechanisms

## **Day 5: Applied Ethics and Confidentiality Management**

- Practical scenarios and role-playing exercises
- Developing confidentiality management plans
- Case study analysis and group discussions
- Evaluation of personal ethical attitudes and behaviors
- Course review and action planning for future application