



安讯教育与科技有限公司
Axon Consultancy Sdn Bhd

EXCELLENT PATIENT SERVICE FOR HEALTHCARE PROFESSIONALS

TRAINING DETAILS

Duration : 1 Days

Training Hour : 9am to 5pm

RECOMMENDED PARTICIPANTS:

Nurses, Doctors, Caregivers & Healthcare staff



Axon Consultancy Sdn. Bhd.

(Co Reg no: 201701042497)

2-2, Plaza Usahawan Genting Kelang, Jalan Danau Naiga,
Taman Danau Saujana, 53300 Kuala Lumpur
jack@axonconsultancy.com | +6012 6159229



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Course Overview:

Patients today expect more than just medical treatment—they seek compassion, empathy, and meaningful connections with their caregivers. This programme focuses on developing healthcare professionals' ability to provide excellent patient service by enhancing communication, building trust, and showing genuine empathy.

Participants will gain practical tools to improve their interpersonal skills, foster stronger nurse–patient relationships, and actively promote patient health. By mastering communication and empathy, healthcare workers will not only improve patient satisfaction but also strengthen their professional identity as trusted care providers

Methodology :

Role-plays, interactive discussions, case scenarios, skill practices

Course Objectives:

By the end of this course, participants will be able to:

- Understand more on effective communication
- Define good interpersonal relationship
- Discuss on be a good promoter of active health
- Define on showing empathic



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Course Outline:

Module 1: Effective Communication

- Ability to convey information
- Be positive
- Good listener
- Be a mirror

Activities: Communication skills

Module 2: Good Interpersonal Relationship

- Establish boundaries
- Maintain a confident attitude
- Be open to constructive criticism and feedback
- Be an active listener

Activities: Nurse – Patient relationship

Module 3: Promoter Active Health

- Coaching
- Insight to help
- Counselling
- Empower and motivate

Activities: Counselling skills and tools

Module 4: Showing Empathetic

- Understand of others emotion
- Highly attuned to feelings and emotions
- Listen intently to others

Activities: Improve patient satisfaction skill



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Trainer Portfolio: Sasikala Vijendran

Founder & Training Director | CHAN V HEALTHCARE ENTERPRISE

Sasikala Vijendran is an accomplished healthcare professional, trainer, and leader with extensive expertise in nursing, renal care, healthcare management, and training. Beginning her career as a Staff Nurse, she has steadily advanced into roles spanning facility management, clinical quality, and education. As Founder and Training Director of CHAN V Healthcare Enterprise, she is dedicated to developing healthcare professionals with the skills, knowledge, and confidence to deliver high-quality patient care. With her passion for continuous learning, Sasikala is a certified trainer and practitioner in multiple healthcare disciplines, bringing real-world clinical insights and management experience into every training session.

Professional Accreditations

Certified Lactation Counselor – National Lactation Centre, Ministry of Health Malaysia

Certified Lactation Peer Counselor – Komiti BFHI Hospital Shah Alam

Certified Advanced Cardiovascular Life Support (ACLS) – Ministry of Health Malaysia, Hospital Sungai Buloh

Certified Postnatal Care Nurse

Experienced in **MSQH Accreditation**

Experienced in **Australian Council on Healthcare Standards International (ACHSI)**



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Career Highlights

- **Yayasan St. John Ambulance Malaysia (SJAM-KPS Foundation)** – Centre Manager
- **B. Braun Avitum Renal Services Sdn Bhd** – Trainer & Quality Executive
- **Fresenius Medical Care Malaysia Sdn Bhd** – Quality Executive & Clinical Specialist Services (Trainer)
- **Davita Malaysia** – Advanced from Staff Nurse to Facility Administrator, Group Facility Administrator, and Clinical Specialist Services (Trainer, Southern Region)
- **Pusat Dialysis Gemilang** – Manager
- **National Kidney Foundation Malaysia** – Clinical Instructor for Post Basic Renal Students
- **Persada Dialysis Centre Sdn Bhd** – Staff Nurse to Senior Staff Nurse

Expertise & Training Areas

- Renal Nursing & Dialysis Management
- Healthcare Facility Management & Accreditation
- Clinical Quality & Patient Safety Standards
- Lactation Counseling & Postnatal Care
- Advanced Life Support Training
- Leadership Development for Healthcare Professionals

Why Train with Sasikala Vijendran?

Sasikala Vijendran combines **over two decades of hands-on nursing and healthcare leadership experience** with a proven track record in **clinical training, accreditation, and organizational management**. Her programs are designed to bridge the gap between theory and practice—empowering healthcare professionals to elevate standards of care, improve patient outcomes, and excel in their careers.

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