



ENGLISH MASTERCLASS WORKSHOPS

Empower Your Team Today

100% HRDCorp
Claimable



REMOTE ONLINE TRAINING (IN-HOUSE)



Sunago's Masterclass Workshops

Transform your team's English abilities with our Masterclass Workshops, where immersive experiences and practical exercises empower participants to communicate with greater clarity and precision.

Duration:	8 hours per workshop	 100% HRD Corp Claimable RM 5,540.00 per workshop subject to 8% SST
No. of Participants:	Up to 20 pax	
Venue:	Online - Zoom or MS Teams	
Masterclass Topics Each workshop will focus on 1 target skill:	<ul style="list-style-type: none">• Powerful Presentation• Socialising & Networking• Effective Business Writing• Effective Report Writing• Customer Service Excellence	
		 Package Deal  Register for 3 or more workshops! RM 4,430.00 per workshop subject to 8% SST



MASTERCLASS
WORKSHOPS

SUNAGO METHOD

COURSE OUTLINE

INTERNATIONAL
TRAINERS

ABOUT US

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The Sunago Method

Mistake-Led Learning

Embrace a supportive environment and tackle common mistakes

Real-World Relevance

Practical language scenarios and case studies

Peer Feedback

Collaborative feedback sessions and collective reflection

Engaging & Interactive

Immersive activities and collaborative exercises

Actionable Takeaways

Actionable strategies, tips, and resources





Powerful Presentations

Socialising &
Networking

Effective
Business
Writing

Effective
Report
Writing

Customer
Service
Excellence

POWERFUL PRESENTATIONS

Connect & Influence

Equip your team with public speaking skills that can captivate their audience and inspire others to take action through clear and impactful presentations.

Learning Outcomes:

- Prepare customised presentations.
- Deliver presentations that drive action.
- Engage audience and handle questions.
- Use appropriate language and etiquette.

Mastering Presentation Basics

- Understanding different presentation types.
- Effective use of tenses in presentations.
- Tips for delivering impactful presentations.

Avoiding Common Mistakes

- Identifying and avoiding presentation errors.
- Strategies for improving communication and clarity.

Crafting Your Presentation

- Engaging introduction techniques.
- Structuring the body of your presentation.
- Concluding your presentation effectively.

Practice Session: Showcasing Your Skills

- Participants deliver presentations with feedback.



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SOCIALISING & NETWORKING

Create Lasting Impressions

Equip your team with essential communication skills for engaging effectively with external stakeholders. This workshop focuses on building confidence, active listening, and engaging in discourse with appropriate structure and etiquette.

Learning Outcomes:

- Enhance confidence in engaging with business language.
- Improve active listening skills to respond appropriately to verbal cues.
- Develop the ability to engage in discourse scenarios with proper structure and etiquette.

The Language of Networking

- Vocabulary for effective communication.
- Role-playing exercises for practical application.

Active Listening and Developing Discourse

- Techniques for active listening.
- Practice exercises for improving listening skills.

Confident Speaking and Listening in Business

- Building confidence in speaking in business contexts.
- Listening comprehension in formal and informal discussions.

Practice Session: Networking Scenarios

- Participants engage in networking scenarios with feedback and guidance.

[Powerful
Presentations](#)[Socialising &
Networking](#)[Effective
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EFFECTIVE BUSINESS WRITING

Craft Clarity & Inspire Action

Enhance your team's written communication skills with a focused workshop on business email writing. This workshop will cover the essential principles of writing professional and effective emails, including structure, clarity, and etiquette.

Learning Outcomes:

- Compose professional emails with structured clarity.
- Correct common errors in business emails.
- Develop strategies for professional email responses and maintaining email etiquette.

Business Email Structure

- Understanding the standard structure of a business email.
- Identifying common mistakes in business emails and error correction techniques.

Professional Email Responses

- Crafting professional and effective email responses.
- Addressing various scenarios and types of email responses.

Email Etiquette

- Guidelines for proper email etiquette in professional settings.
- Handling sensitive or challenging email communications with professionalism.

Practice and Feedback

- Participants practice writing business emails based on real-world scenarios.

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EFFECTIVE REPORT WRITING

Craft Clarity & Inspire Action

Develop your team's report writing skills with a hands-on workshop where participants will learn to create engaging and structured reports and organise complex information effectively to enhance their writing.

Learning Outcomes:

- Create engaging and structured reports.
- Organise and present complex information in a clear and concise manner.
- Apply appropriate grammar and vocabulary for polished writing.

Structure of Reports

- Understanding the structure of reports.
- Techniques for writing impactful business reports.

Grammar & Vocabulary

- Grammar and vocabulary for professional report writing.
- Common mistakes in report writing and how to avoid them.

Tone and Style

- Using tone effectively to enhance the impact of reports.
- Developing a style that suits the purpose of the report.

Practice Session: Report Writing

- Participants write reports based on real-world scenarios.
- Instructor feedback on report structure, grammar, and tone.

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CUSTOMER SERVICE EXCELLENCE

Build Stronger Customer Relationships

Empower your customer service team with essential English communication skills to enhance customer relations and effectively address challenges.

Learning Outcomes:

- Effectively handle diverse customer interactions.
- Listen actively to understand and address customer needs.
- Use common English expressions in different service situations.
- Ensure error-free written communication.

Effective Communication Strategies

- Importance of language choice and positive language in customer interactions.
- Developing observation and active listening skills.

Handling Difficult Conversations

- Language for offering apologies and resolutions.
- Strategies for negotiation and problem-solving.

Written Communication

- Guidelines for chat and social media interactions.
- Common grammar and spelling mistakes to avoid.

Practice Session: Customer Interaction Scenarios

- Feedback on improving communication skills.



Certified Trainers from Around the World

We have an international network of trainers ranging from countries such as the US, UK, Canada, New Zealand, South Africa, Malaysia, Philippines, and many more.

- ✓ TEFL-Certified
- ✓ Minimum of 5 years of experience teaching English as a second language
- ✓ Trained to teach online





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About Us

Online English Training Specialist

Sunago Education has been leading the way as an online English training specialist in Malaysia **since 2015**.

With a passion for empowering individuals and organisations through language proficiency, we've honed our expertise in delivering high-quality, tailored English training solutions.

Endorsed by:



International English Education Group of Companies

Sunago Education has taught more than **25,000 learners online** and leverages on **30 years** of English language training experience derived from its associate companies, **ELS Language Centres Malaysia** and **Just English**.

Trusted by:





Empower Your Organisation With English

Contact us for a Consultation



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