WORLD SCHOLARS ARENA · HEART-CENTERED LEADERSHIP

Administrator Manual

Your organization's account is open

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On behalf of Alexia Network LLC, thank you for opening a Heart-Centered Leadership account for your organization. As its first administrator you hold the account, and you may invite other administrators and your learners. This letter explains what the program is, what it asks of an administrator and how to begin.

The role of an administrator

An administrator is accountable for who holds a seat, for the plan that pays for it, and for the use of the organization's learning records. The first administrator is the owner of the account; further administrators may be invited from the portal, and the owner may withdraw any of them at any time.

What you can do from the portal

- Invite learners and other administrators by e-mail, each by a single-use link that is stored on our side only as a cryptographic hash.
- Add seats at any time. Each seat is charged from the day it is added, pro rata for the rest of the month, and a seat can be moved from one person to another.
- See each person's progress, scores and certificates, and nothing more than that.
- Reset the password or change the e-mail address of an account your organization created, remove a person, download receipts and tax invoices, and cancel or resume the plan.
- Open support tickets to the Academy support team directly from the portal.

A requirement for administrators

> Every administrator must sign in with a company or school e-mail address, for example a .edu address or an address at your organization's own domain, never a free personal address, and every administrator after the first must use the same domain as the first. Learners whom you invite may use any address. The requirement protects your seats and your records from anyone who is not part of your institution.

Your first four steps

- Sign in and set up two-step verification.
- Open Team in your portal and start the subscription with the number of seats you need today. You can add more at any time.
- Invite your learners, and any other administrators, by e-mail.
- Ask each learner to open module 1 and set a date for the first accountability conversation.

How institutions use it

- Schools, colleges and universities. As professional development for principals, department heads and staff who lead others, with certificates a participant can show and an employer can verify, and grades sent to your learning management system.
- Companies and public agencies. For new and experienced managers, with a record of who completed what and with what score, held by the organization, and reports that stop at what the evidence supports.

Why we created Heart-Centered Leadership

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Most people who manage others were promoted for doing their own work well, and were never taught the part of the job that decides whether a team succeeds: staying steady under pressure, reading people accurately, telling the truth in time, and making hard decisions without diminishing the people affected. The cost of that gap is paid quietly, in problems tolerated for quarters and then handled abruptly, in messages nobody understood, and in good people who leave.

Each of those capabilities has its own research literature, and each can be practiced. We built Heart-Centered Leadership to teach them plainly, as behavior that can be observed and tested under load, with every source named and with an honest statement of what the evidence does and does not support.

Our purpose

To raise the standard of management in companies, schools and public institutions. We do this with cited coursework, practice tied to real situations, quizzes and a timed final examination marked by the server, a practice file read by a person for the Professional certificate, and certificates that anyone may verify. We claim only what the evidence supports, and we say where it stops.

What you will study

One course of eight modules, built on five dimensions. Every module has break-point checks after each section, practice drills, a timed quiz and a list of sources.

I. Interior Regulation

Notice and govern your own state under load, so that judgment and warmth remain available when pressure rises. Modules 1 and 2.

1. Module 1: Load and the Leader's Nervous System
2. Module 2: Regulation Under Escalation

II. Attuned Perception

Read what people think, feel and need accurately, and test your reading against what they report. Module 3.

1. Module 3: Reading People Accurately

III. Courageous Candor

Tell people the truth they need, in time for them to use it, in a form they can act on. Modules 4, 5 and 7.

1. Module 4: The Cost of Withheld Truth
2. Module 5: Candor Architecture
3. Module 7: Holding the Line With Care

IV. Dignified Decision

Carry out an exit, a restructure or a refusal without diminishing the people affected. Modules 6 and 7.

1. Module 6: Deciding Without Diminishing
2. Module 7: Holding the Line With Care

V. Generative Stewardship

Delegate authority, make succession visible and document judgment, so that what you build outlasts you. Module 8.

1. Module 8: Building What Outlasts You

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The standards behind the coursework

Every module names its sources, says what is established and what is our own synthesis, and states how far the evidence reaches. The program draws on the following, among others.

- Stress and judgment: Arnsten (2009), Nature Reviews Neuroscience, on how stress impairs prefrontal function.
- Emotion regulation: Gross (1998) and the meta-analysis by Webb, Miles and Sheeran (2012).
- Empathic accuracy: Ickes (1993); Eyal, Steffel and Epley (2018) on asking instead of imagining.
- Feedback: Kluger and DeNisi (1996), a meta-analysis of feedback interventions.
- Organizational justice: Colquitt and colleagues (2001), a meta-analysis of 25 years of research.
- Transfer of training: Baldwin and Ford (1988); Blume and colleagues (2010).
- Evidence posture: Banks and colleagues (2018) on overlap among leadership constructs. The five-dimension structure is a practice framework, not a validated psychometric model.

How you are graded

Every section ends with a two-question break-point check, and every module ends with a ten-question quiz on a timer. The server marks them, and the answer key is never sent to your browser until you submit.

Six kinds of question are used: single choice; select all that apply, with partial credit and a penalty for wrong picks; ordering; matching; numeric answers with a stated tolerance; and short written answers scored against the concepts a good answer must contain.

You need 70% on a module quiz and 80% on the final examination. The examination is timed, draws 30 questions at random from a larger bank in a different order each time, and allows 2 attempts in any seven days. After you submit, every answer is revealed with its reason and its sources.

The Professional practice file is read by a person and scored from 0 to 4 on each criterion of a published rubric. If it falls short it is returned for revision at no charge.

Your certificates

- Foundation: pass the quizzes of modules 1 to 3.
- Practitioner: pass all eight module quizzes and the timed final examination.
- Professional: also complete the practice file, which a person reviews ($149.00).

Plans and prices

The prices below are list prices in US dollars. Tax, where it applies, is added by Stripe at checkout.

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Module 1	**Free**
Modules 1 to 3 and the Foundation certificate	**$49.00, once**
Individual plan, all eight modules	**$39.00 a month**
Organization workspace	**$99.00 a month**
Seats, 1 to 24	**$19.00 per seat a month**
Seats, 25 to 99, and 100 or more	**$16.00 and $13.00 per seat a month**

Plans and fees

An organization pays two things each month: the workspace, $99.00, and its seats: $19.00 per seat for 1 to 24 seats, $16.00 for 25 to 99 and $13.00 for 100 or more. Schools receive 25% off the seat price. A seat added during the month is charged at once for the days that remain. Tax, where it applies, is added by Stripe.

Security and privacy

Two-step verification is required for every administrator and every learner, with ten single-use recovery codes. Administrators see progress and certificates for their own seats; they cannot read a learner's study-room messages, which show a first name only, or their private account details. Every certificate and manual is sealed and locked against editing.

Our mission

> *World Scholars Arena strives to democratize access to elite intellectual competition, creating a transparent, merit-based system in which excellence is measurable, recognised and rewarded.*

Our vision

> *A world in which what a person can learn is never limited by where they were born or what they can pay, and in which achievement can be measured, recognised and trusted anywhere.*

Who stands behind it

Heart-Centered Leadership is published by Alexia Network LLC of Phoenix, Arizona, the company that also operates World Scholars Arena, the WSA Academy, the Tutor Network, Alexia Publish and Alexia Advertising. Alexia Network LLC is a BBB Accredited Business.

The program was conceived and is led by Atem Astor Tangap, Founder and Chief Information Security Officer. He answers personally for its standards, and writes to you at the foot of this letter.

Our commitments to you

- Published sources only. Every study a module relies on is cited so that you can read it yourself.
- Honesty about limits. We say what is established, what is our synthesis and what is unproven. We do not claim that Heart-Centered Leadership is a validated construct distinct from other leadership models, and we do not claim business results

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that a program's design cannot support.

- Privacy. Administrators see progress and certificates only. The study room shows a first name only and blocks links, e-mail addresses and telephone numbers. There are no private messages.
- Inclusion and access. Every page works on a phone, a tablet and a computer, with a keyboard and with a screen reader. The interface, the e-mails and the certificates are available in 13 languages. The lesson text is in English for now, because it is cited and advanced and must not change in translation.
- No academic claim. A certificate is a record of completion from a private training program. It is not a degree, is not accredited and carries no academic credit.

The seal and the lock

Every certificate and every manual we issue carries the World Scholars Arena security seal, a unique fingerprint and a QR code, and is locked against editing. Anyone, an employer or a registrar for example, can check a certificate code on our verification page without signing in. The certificate is a record of completion from a private training program; it is not a degree, is not accredited and carries no academic credit, and we say so on its face.

If you need help

Open Support in your portal to send a ticket to the same team that supports the whole Academy, or write to atastor@alexianetwork.com or telephone (774) 544-7829, on business days from 10:00 a.m. to 3:00 p.m. Arizona time.

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Atem Astor Tangap
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