

Pathways FAQs

1. What is Pathways?

Pathways is a program designed to support you in achieving your professional development and personal goals. You will work with a Career Navigator to assess your current needs and skills, explore options for educational and career advancement, work on an action plan to reach your goals and ensure that your goals are S.M.A.R.T. goals.

2. What is a Career Navigator? How are they qualified?

A Career Navigator is a certified career coach that utilizes tools such as assessments to evaluate current skills and additional areas to strengthen in order to meet your goals. They will create with you short-term goals to achieve larger goals. Career Navigators will not solve any problems for you but challenge you to look at your options through a difference lens, hold you to a high standard of accountability and also be your constant supporter and encourager! Pathways Career Navigators have a unique background combination of working in retail but also in social work/counseling. Pathways Career Navigators have completed School of Retail which allows them to literally work side by side team members to provide coaching while “on the clock.”

3. How long will it take?

The Pathways program is led by you, the individual! The Career Navigator will meet with you once a week for 30 minutes of paid time in your retail store for approximately six months. After your coaching session, your Career Navigator may ask you to complete “homework” (or action steps) outside of a retail setting. How long you are enrolled in the program depends on personal goals and the time it takes to achieve those goals – some goals may take longer than others...for example completing an associate’s degree versus researching schools to apply in your county.

4. Who can join and how do I enroll?

Any part-time or full-time Goodwill team member in the Central District is eligible. To enroll complete, sign and submit the Pathways Opt-In Agreement, which can be accessed on SharePoint via the DocuSign tile. You can also email pathways@goodwillsp.org for more information.

5. How will this help me?

Career coaching can help you develop the confidence and skills to access and start an action plan towards your personal and professional goals. This service is typically \$3,000 - \$5,000 if an individual acquires a professional career coach. Goodwill is offering the service free of charge to retail team members who want to develop personally and professionally.

6. What if the program is full?

We currently are not “capping” the Pathways program. We have two designated Pathways Career Navigators that will be working with each store.

7. How will I receive my coaching?

The Career Navigator will set up retail visits during your work shift. The Career Navigator may also utilize phone calls, text, email or virtual communication to ensure there is contact with each of their team members. It’s all about what makes YOU feel comfortable and gain the most out of each session.

8. What if I have several goals I want to work on?

We can help you with as many goals as you would like. We will discuss and process the best way to prioritize each goal and help you decide where you should start.