



How to Find a Career You Love

Pathstream Webinar Series

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Introductions



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Centene has partnered with Pathstream to help you **grow and develop your career at Centene through 1:1 career coaching, resources and certificate programs.**



Today's Goals

01

Get **tips & strategies** for designing your career, uncovering your interests and planning your next move



Please add any questions you have in the Q&A feature. You can even add questions anonymously.





Selecting a career and designing it sounds great in theory. But people get really stuck:

Fear of failure



Fear of making
the wrong decision



Limited
time and
resources



Self-doubt



What careers are
available to me?

25%

At most large companies,
only 25% of employees
are confident about
their career path

How do I actually
pursue one of them?

30%

Only ~30% of
professionals feel confident
in their ability to navigate
their next career step

What career options exist?



Most jobs at large corporations can be bucketed into a few main “pathways” or categories:

What career options exist?



Most jobs at large corporations can be bucketed into a few main “pathways” or categories:

Finance

Finance Analyst

Actuary

IT / Technology

Engineer

Project Manager

Business Analyst

Marketing

Agency Specialist

Marketing Manager

Data Analytics

Data Analyst

Business Analyst

Customer Service

Customer Service
Advocate

Quality Assurance
Specialist

Call Center
Supervisor / Manager

Sales

Account Executive

Sales Supervisor/
Manager

Operations

Operations Intake
Coordinator

Project Manager
Operations

Supervisor/
Manager

Human Resources

HR Analyst

Learning &
Development

Specialist
HR Manager

What career options exist?



There are job opportunities at Centene available in all of these pathways or categories. However, Pathstream has identified 3 that are considered “high-opportunity” for ICS employees:

1

Business Analytics

- Analyze data
- Visualize data
- Help make data-driven decisions

2

Operations Management

- Manage teams and individuals
- Increase productivity / meet goals
- Impact employee satisfaction

3

Project Management

- Keep teams and projects organized
- Coordinate across people and teams
- Meet project deadlines

These 3 pathways are considered “high opportunity” at Centene:



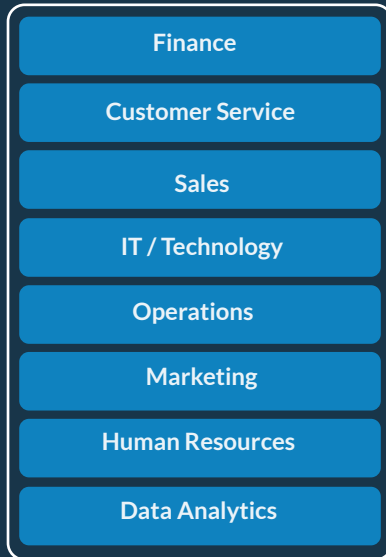
- ✓ **Lots of Roles Exist In Each Path**
Pathstream reveals the high volume of roles within the ICS division and in other divisions across Centene
- ✓ **Require In-Demand Skills**
They require a set of skills that are particularly transferable, versatile and “in-demand”. We call these “no-regrets” skills
- ✓ **Attainable**
Employees with various job titles *can* make these career jumps
- ✓ **Well compensated**
These roles often have salaries starting over 50K and can quickly climb further
- ✓ **Flexible and often remote**
Often allow for more flexible hours and work from home schedules

What career options exist?



1

Business Analytics



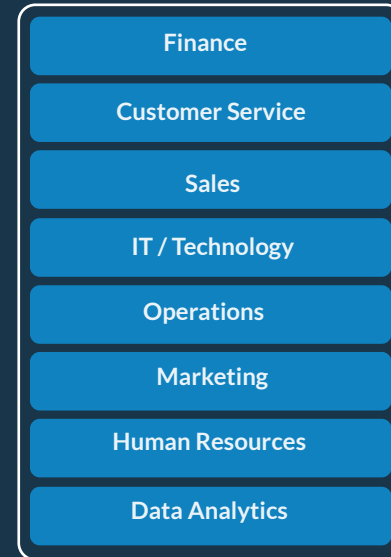
2

Operations Management



3

Project Management



What career options exist?



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1 Investigate your "recommended pathway" in Pathstream based on your existing skills and interests

2

3

4

5

6

Investigate your “recommended pathway” in Pathstream based on your existing skills and interests



Centene ICS

Hi Erik, We've got **4** recommended career pathways for you

Recommended pathway

Business Analyst

Interest match **78%**

It's all about the data

Uncover new insights. Propose data-driven solutions and ideas. Drive efficiency. Improve the way things operate.

Job responsibilities

- Analyze data to generate insights
- Identify ways to improve business processes
- Optimize business operations by proposing data-driven solutions

Required Skills



Explore More

Operations Leader

Interest match **73%**

Lead teams and inspire new solutions

Motivate others to achieve great work. Coach and advise others to improve the business while improving business processes.

Job responsibilities

- Motivate a team to solve business problems
- Ensure that great quality work is produced
- Monitor data and trends to improve business operations

Required Skills



Explore More

Project Manager

Interest match **69%**

Bring order to chaos

Harness your inner organizer. Create processes, systems, and timelines to ensure complex projects get results.

Job responsibilities

- Create plans and schedules for new projects
- Coordinate between project stakeholders
- Use project management software to monitor timelines, activities and budgets

Required Skills



Explore More

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- 1 Investigate your "recommended pathway" in Pathstream based on your existing skills and interests
- 2 Work with a Pathstream career coach to discuss your interests
- 3
- 4
- 5
- 6

Work with a Pathstream career coach to design your career



Coaching Access

By participating in Pathstream, you'll have an opportunity to work 1:1 with a Pathstream career coach to design a career at Centene that fits your interests and skills.



Hello! I'm your coach, Kelly Cortez.
Let's talk about your next career step.

[Schedule a Call](#)

Career coaches have expertise in helping you:

- Discover and define career goals
- Navigate challenges in your current role
- Build confidence in yourself



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- 3 Conduct an energy / engagement **audit**
- 4
- 5
- 6

Energy / Engagement Audit

One way to uncover your interests is to identify the activities that bring you energy and make you feel engaged.

▶ Write down the **work activities** you do each day

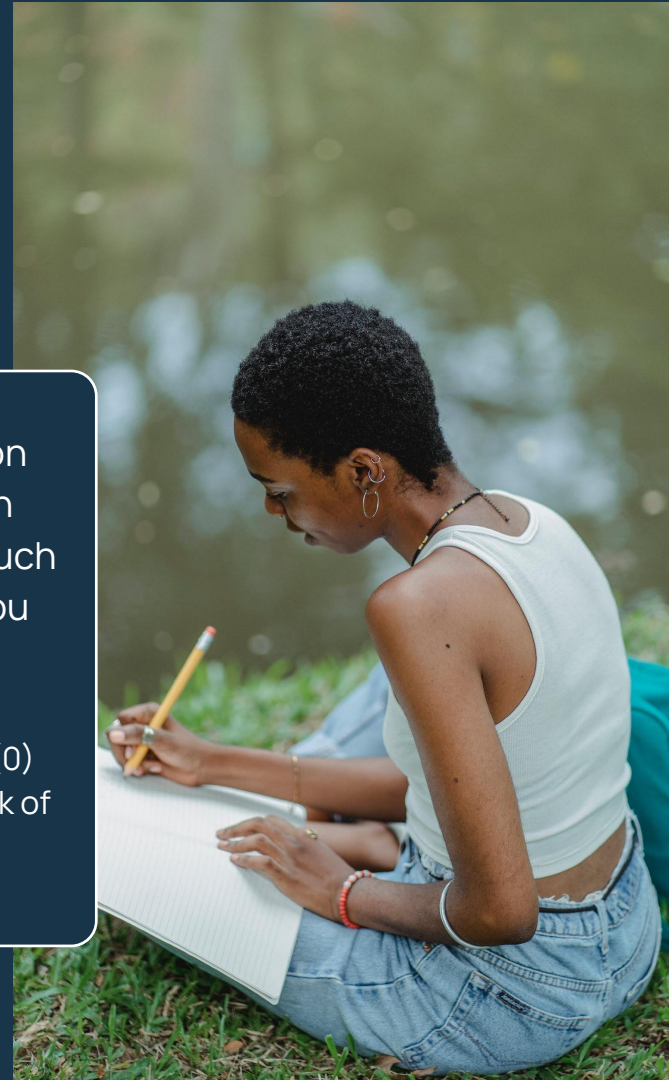
(you can include other life activities, too!)

▶ Rate each one on a scale of 0-10 in terms of how much **energy** you feel doing it:

Is it energy draining (0) or energy generating (10)?

▶ Rate each one on a scale of 0-10 in terms of how much **engagement** you feel doing it:

Is it not engaging (0) or do you lose track of time (10)?



Energy / Engagement Audit



< Meet Joanna!

“I’m a receptionist and don’t enjoy it. I want to switch careers to something more financially stable and “future-proof”

Tuesday’s Activities	Energy (0-10)	Engagement (0-10)
Answer calls and return voicemails from clients	0	3
Organize the company’s upcoming holiday party: call vendors, select a date, pick a menu	7	9
Data entry – help a colleague enter data for an upcoming project	2	2
Train a new team member that just started	5	6
Create a new system for processing vacation requests	8	9

Energy / Engagement Audit



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Inventory: Energy & Engagement

It's clear that Joanna has high **energy and engagement** around tasks where she is **organizing, optimizing processes** and generally **creating order** where there wasn't previously.

She has **less energy** and engagement around tasks where she is interacting with clients directly, and doing manual tasks like data entry.

What might this mean for Joanna's future career?

Once you've identified some "high-opportunity" career pathways you could pursue, you might ask yourself "how do I know if I am a good fit for one of these pathways?"



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- 3 Conduct an energy / engagement audit
- 4 Do your own research (talk to people)
- 5
- 6

Do your own independent research

- **Internet research**
 - YouTube
 - CNET, Centene University
 - Google: Day in the life of a business analyst
- **Talk to people you know**
- **Networking and informational interviewing with people you don't know well (upcoming webinar!)**
 - Find people at Centene with these job titles that you can talk to (ask your manager to make a connection for you!)

"I'm curious about [business analysis, project management, operations management] and I'd love to learn more about your role and what you do. Do you have time for a 20 minute chat?"



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- 5 Talk to your **manager**
- 6

Talk to your manager

Ways to share your career goals / ideas with your manager:

“I’ve recently been exploring becoming a [team lead, claims analyst, project coordinator]. I used Pathstream to learn about the field of [operations management, business analysis, project management] and I’m definitely interested. I was hoping to chat with you about moving my career in this direction. Is now a good time?”

- What strengths do you see in my that might make me a good fit for a [...claims analyst, team lead, project coordinator] role?
- What areas and skills do you think i’d need to invest in and work on in order to become a [...claims analyst, team lead, project coordinator]?
- If you were me, how would you go about learning more about the field of [operations management, business analysis, project management]?





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- 5 Talk to your **manager**
- 6 Get clear on your “**why**”

Get clear on your “WHY”

Research shows that if you can clearly articulate **WHY** you’re doing something, you’re more likely to be successful

Why do you want to:

- Grow your career?
- Become a [project manager, business analyst, supervisor]?
- Why do you want to improve in your current role?

Some possible “why’s”

- Increased financial stability and growth potential
- Be an example for my family, friends, children
- Push myself to learn new skills and take on a new challenge personally and professionally
- Turn my job into a career that I feel proud of



Summary: Actionable Steps to Uncover Career Interests



- 1 Investigate your “recommended pathway” in Pathstream based on your existing skills and interests
- 2 Work with a Pathstream **career coach** to discuss your interests
- 3 Conduct an energy / engagement **audit**
- 4 Do your **own research** (talk to people)
- 5 Talk to your **manager**
- 6 Get clear on your “**why**”

Next Steps



STEP 1

Log into Pathstream if you haven't already done so.

Explore your recommended career pathways and schedule a call with your coach.



STEP 2

Consider signing up for a Pathstream certificate.

First enrollment deadline is December 5.



STEP 3

Attend the next Career Webinar on Dec 8!

We will discuss additional tips and strategies to design your career.



Please post any career-related questions in the chat!