

Apr, 2024

Counseling Case

Edit and Issue

HOKENDOHJIN-FRONTIER, Inc.
Human Frontier Counseling Center
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Schedule a counseling appointment



0 1 2 0 - 7 8 3 - 7 4 4

Office hours: (excluding holidays)

Monday through Friday 10:00~20:00

Saturday 10:00~18:00



E-mail :
sodan@humanfrontier.co.jp

※We will reply to you within two business days
after receiving your message.

Dear employees,

We offer psychological counseling via in-person meeting, telephone and email. Please feel free to call us at our toll-free number 0120-783-744 for an appointment. The number can be reached by mobile phones. It is our hope that our counseling service could in some way, however small, contribute to your well-being and productivity.

※In case you would like to know more about our counseling service before you make an initial contact, we present a typical case example below in the hope that it'd give you a glimpse into our consultation room. The following case is fictional based roughly on several real cases. The client's identity is intentionally disguised.

Case 1

I am frustrated with a new junior member who is rather slow to learn his job.



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Client: Mr. M in his 30s, an information system engineer

Background:

It has been ten years since I joined the company as an engineer. I have engaged in various projects since then, and I am in a leadership position now. About a year ago, a new member joined my team at last after my numerous requests for an additional member. However, contrary to my expectation, he lacked the rudimentary knowledge that he was naturally assumed to have. Therefore, I had to provide him with one-on-one training to bring him up to speed. Even now, I have to review each of his work to ensure accuracy. Being pressed with time, I get frustrated and take it out on him when he asks me basic questions, even though I do not want to.

(**Cl**: Client, **Co**: Counselor)

[Initial Phase of Face-to-face Counseling]

CI:

We hired him because he appeared to have the necessary skills and knowledge for the job. However, when I assigned him a task, he was looking up the information in order to finish it because he had never actually performed that kind of task, though he had heard of it. Consequently, I had to provide him with one-on-one training for the first three months. I myself lacked a lot of knowledge when I was a beginner, but I get frustrated with him thinking his tasks are not that difficult. There was an incident when a program did not run properly, he attempted to fix it on his own but ended up damaging it, and I had to rebuild it. Since I have my own projects to complete, I have had to do more overtime works.

Co's Intervention:

I listened to the story of CI, who came for a counseling session struggling with irritable feelings.

I noted that CI was trying his best to train the new member, who joined his team at long last, in order to bring him up to a level where he can function independently. I also noted that CI was spending his time to fix the new member's mistakes.

[Middle Phase of Face-to-face Counseling]

CI:

The junior member cannot do the "Hou-Ren-Sou (Report, Communication, and Consultation)". He keeps notes of what he does not understand and raises me a bunch of questions all at once. Even then, there are times when he cannot even recollect what he intended to clarify, because he took too long to ask me the question. I have tried to check on him a few times a day. But sometimes I left him on his own for a while when I was pressed with the delivery date of my own projects. I cannot help thinking, "I have my own projects and I don't have much time to spare." To be honest, I don't like myself using a harsh language toward him sounding like I am blaming him.

Co's Intervention:

I could see that CI was frequently communicating with and caring about the new employee. While listening to CI's story, I inquired him several questions, such as how the new member was reacting to CI's guidance; how CI's instructions were actually given; if there were any tasks that the member could handle on his own; and the level of questions that he asked.

[Closing Phase of Face-to-face Counseling]

CI:

He follows my instructions diligently and I admit that he is trying his best to do his job well. Although I still need to check his work to ensure it was done according to my instructions, there have been more tasks lately that he can handle on his own. Come to think of it, I no longer need to pay close attention to him, and he asks fewer questions of which meaning I do not understand. Maybe he was hesitant to ask questions because I always looked very busy. I know that I am not good at telling clearly what I want the others to do, and I show my frustration when I was not understood well.

Co's Intervention:

I said to CI, "It sounds like he can now perform more tasks independently than he could a year ago, and he also follows your instructions diligently. I believe his progress is largely due to your guidance and efforts." CI appeared relieved and replied, "I may have demanded too much from him. On the other hand, I was making a lot of efforts to help him."

As to communicating with his junior members, I suggested that CI could try assertive communication techniques, such as using "I" as the subject when he speaks. For example, "I would be glad if you could..." or "I am grateful if you could..." CI said he had not known about such communication techniques, and he would try them. We then concluded our session.

How to Use Our Service

Type 1 Email counseling

Please email us the following items ❶ and ❷ and primary issues by email. You can also use our website.

Type 2 Face to face counseling

Please make an appointment by either phone or email.

Type 3 Telephone counseling

When all counselors are occupied, a counselor will contact you later at the earliest possible convenience.

Please provide us with following information for making an appointment.

- ❶ Name (anonymity is acceptable)
- ❷ Company name or registration number
- ❸ Brief description of the matter for counseling
- ❹ Desired date and time of session

- ❺ Desired type of session
 - ☐ Face to face (Tokyo/Osaka counseling office or any agreed location)
 - ☐ By Microsoft Teams

※The type of counseling you can choose depends on your contract.

TEL: 0120-783-744

Monday ~ Friday 10:00 am to 8:00 pm

Saturday 10:00 am to 6:00 pm * Excluding holidays

Mail: sodan@humanfrontier.co.jp

* If you have any questions, please feel free to contact us.



Furthermore, we manage personal information in accordance with the "Privacy Policy" that is shown in the following URL.

URL <https://www.hokendohjin.co.jp/ja/privacy.html>