

May, 2024

# Counseling Case


## Edit and Issue

HOKENDOHJIN-FRONTIER, Inc.  
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## 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.


### 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](mailto:sodan@humanfrontier.co.jp)

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

※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

**A successful case of using both email and telephone counseling services to help a client find solutions.**



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## Client: Ms. H, in her 20s, office clerk

### Background:

Ms. H sent us an email reporting that she was experiencing cold sweats, rapid heartbeat, and dizziness; that she often couldn't stop crying in a restroom in her office; and that she did not know any specific reasons for these. According to her, she was the youngest member of the team at work and she worried if she could continue working, given her ongoing condition. Further, she wrote that she had visited a hospital and got a prescription for medication, but her symptoms did not improve. She reached out to us for consultation via email, hoping to find a solution to her current condition.

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

### 【Initial Phase of Counseling】

In the reply to Cl's initial email, Co highlighted the important points of using email counseling service without undue stress. Namely, she is not obliged to answer or respond to every question or email from Co. Further, any feedback and opinion given by Co should be considered as just one of the reference materials for her to find the solution.

In the first email, Co asked for the details on her physical condition and problems that were particularly bothering her. Before identifying and addressing the stress, Co tried to collect information to grasp her situation in order to take appropriate measures. After several exchanges of emails, Co understood that CI suffered from strong feeling of burden. Given a good rapport with the CI, Co deemed it best to speak and listen directly and recommended CI to switch to telephone counseling. CI agreed to this approach.

### 【Middle and Closing Phases of Counseling】

In the telephone counseling, CI was initially nervous in talking directly. However, she began to see that she was able to share her thoughts and her situation in more detail, which she could not do so by email. She also experienced that she could share her spontaneous feelings and questions on the spot in the counseling session. She said that these benefits of telephone counseling helped her sort out her problems better.

Co shared some useful tips with CI to help her calm down and relax. Co provided information on physical reaction to stress as well as on the autonomic nervous system. Co also presented a few stress coping techniques, such as deep breathing and mindfulness exercises. These techniques were practiced together in subsequent counseling sessions. CI reported she started to feel better by focusing on stress coping rather than on the problem causing the stress.

The counseling sessions went on to discuss and identify the root cause of her stress. This was a crucial phase of the counseling because we began our counseling sessions focusing on symptoms rather than what was causing her distress.

Listening to her story carefully revealed that she had problems in building good relationship with her team members. All of her colleagues were older than her and she felt a big gap between them. She felt she could not understand them in conversation and she had to be very cautious while interacting with them.

We proceeded with the subsequent sessions assuming that the difficult relationship with her team members was her major stress. During the sessions, CI and Co discussed the ways to become aware of feelings of burden and stress, as well as how to cope with them. As she became more conscious of her stress, she talked about her stress in different areas of her life, such as her relationship with her mother and the disparity between her current situation and what she wanted in the future. Co helped her sort out her thoughts and emotions and develop strategies to cope with each issue.

CI became aware of that she had been overly mindful of others, and that was causing her stress. Through the counseling sessions, she learned how to deal with this issue. Gradually, her symptoms subsided; she stopped crying; and she became able to prioritize her own needs. Eventually, the counseling sessions came to a close.

In this case, we were able to leverage the telephone counseling starting with the email counseling. The advantage of email counseling is allowing clients to proceed with the session at their own pace. Additionally, they can reread what they have written as many times as needed and incorporate it into themselves at depth.

Clients can choose the counseling method that best suits them, such as face-to-face session, telephone counseling, online counseling, or email counseling. To CI in this story, Co introduced these options and explained that she could continue the counseling in whichever way she felt most comfortable.

The amount of information gained from client during face-to-face or phone sessions is generally more extensive compared to the one gained in email counseling. In this case, telephone counseling was a suitable option, although email counseling has its own advantages. Therefore, it is essential to choose the counseling form that best suits the client. As in this case, it is also possible to use multiple forms, i.e., email and the phone.

In a counseling session, the counselor will listen carefully to the client's story and ask related questions, in whatever the form the counseling service is provided. It is important to understand that the role of a counselor is not to provide answers or to tell what to do to the client. While the counselor may offer their thoughts and opinions, the process of finding answers on his/her own in exchanging thoughts and feelings with a counselor is the essence of counseling.

Instead of trying to deal with problems on your own, why not work together with a counselor to find solutions?

## How to Use Our Service

### Type 1 Email counseling

Please email us the following items ① and ② 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.

- |  |  |
|--|--|
| ① Name (anonymity is acceptable)                 | ⑤ Desired type of session  |
| ② Company name or registration number            | <input type="checkbox"/> Face to face (Tokyo/Osaka counseling office or any agreed location) |
| ③ Brief description of the matter for counseling | <input type="checkbox"/> By Microsoft Teams  |
| ④ Desired date and time of session               | ※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](mailto:sodan@humanfrontier.co.jp)**

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

