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Counseling Case


Edit and Issue

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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

※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

Mr. B who is exhausted by stress coping activities



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Client: Mr. B, in his mid-30s, and works as a technical engineer at a manufacturer

Telephone Counseling: Background

"I have done my best to cope with stress, but lately I am feeling tired." About six months ago, during a busy season, Mr. B found it difficult to get his mind off work. He bought a book on stress management and started to practice a few of them that looked easy to follow. At the beginning, he could manage the stress by practicing the stress coping methods. However, he has felt lately they are not so effective as they used to be. Now he wonders why because they were so effective before. Nowadays, the stress coping activity makes him feel exhausted on the contrary. He has no idea what he should do, and he decided to call our counseling room.

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

Co's Intervention:

While I was listening to his story on the phone, I could imagine Mr. B was tilting his head wondering. I asked him to talk about his work situation six months ago and on the stress coping methods that he chose to practice at that time. Given that he always liked physical activities, Mr. B began jogging and walking to cope with stress. In addition, he started a breathing technique, abdominal breathing. These stress management activities helped him feel refreshed and overcome the busy season.

Co's Intervention:

Since Mr. B experienced actually the efficacy of stress coping activities, he also began attending yoga classes and going to the gym in his neighborhood from the fourth months of the next busy season. In retrospect, by that time, he had started setting goals for time of his lap, and the number of steps of his walking. His story also revealed that he added yoga classes and going to gym to his stress coping regimen because he felt jogging and walking alone are not sufficient to alleviate his stress. Presently, he finds Yoga reasonably effective, and exercises in gym not so effective. While listening to his story, Co became a little exhausted and asked Mr. B if jogging and walking had become a job for him. After a while, he said, "Yeh, they might have after I started setting goals for them." He then realized that the stress management activities had turned out to be his tasks. Also, it seemed his stress coping regimen was overloading him, given his age and physical condition.

Co discussed and helped Mr. B sort out the menu of his stress management activities. He decided to continue yoga and breathing exercises, which he still finds effective, and he would run and walk only when he feels like to do. Co suggested that he enjoy the scenery, feel the breeze and scent of the air, instead of setting a goal. Initially, he mentioned he could not help thinking about the goals while jogging and walking even though he understood the problem, but after about a month, he seemed to get used to the new approach. His voice became softer when he spoke on the phone. One day he said, "I would like to try other stress coping methods..." Co thought, "This positive attitude is his strength, but he may take things too far," and told him, "It is a good thing to try things out. However, I am a bit concerned if you do them too much. If you want to try something new, how about exchange it with the least effective one? If you do not find the new one effective, you can swap them again." Mr. B agreed with it and said, "That's right! It is a good idea to think about not only adding but also removing them!" Co assumes Mr. B is managing his stress with a variety of coping methods by swapping the contents of his stress coping regimen.

Case2

Ms. C got lost in her career path



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Client: Ms. C, in her 20s, in charge of international legal affairs at a manufacturer

Face-to-face On-Line Counseling: Background

It has been six months since Ms. C joined the company. She had wanted to apply her English skills to her work since she was a student. In the interview at the end of the induction course for the new recruits, she expressed her desire to the company and was assigned to the legal department. She started as an assistant to her senior who was handling relevant matters in overseas offices. While she was assigned to a position where she could use her English skills, she did not feel the job quite right. She lost her motivation to her work, as well as to studying English and her hobbies. The idea of changing her job crosses her mind from time to time.

Co's Intervention:

Given that she had lost interest in English as well as in her hobbies, Co understood that Ms. C worried deeply about the problem. She got lost in her career path. Through her story, Co learned that she had been very dedicated and spent a lot of time in studying English since she was in a junior high school, as evidenced by the certificates and her scores in English proficiency test. When Co asked her what she wanted to do by using her English skills, she was at a loss for words. When Co asked further if she ever had considered career paths such as an interpreter, a translator, or a cabin attendant on international flights, she replied that she had considered the possibility, but she had not found none of them right for her. She also talked about why she chose a career in a manufacturing company and her hobbies. Co learned that she had engaged in activities of creative arts since she was in high school. She explained the activities; after deciding on a theme, each member of the group created an artwork (whichever 2-dimensional or 3-dimensional) based on the theme, then they put together their artworks to make a single art piece. She was very lively when she talked about this topic.

Co's Intervention:

Co asked Ms. C if she could show some photos of the artworks in the following counseling session. However, Co could not appreciate the value and appeals of the artworks. When Co confessed it, Ms. C smiled and said, "Yes, you sure would not understand. Only those who ever have done this can appreciate it!"

Then, Co understood that Ms. C valued activities of creating something in collaboration with others. The counseling session was directed to explore her career from this perspective. Co mentioned she attended a class on career plan when she was in high school. She remembered the class talked about: "Will (what you want to do)," "Can (what you can do)," and "Must (what you have to do)."

The counseling progressed rapidly from here. Ms. C realized that she got lost in the "Will," although she was aware the "Can" represented her English skills. Eventually, she said, "My "Will" is to create something together with others." She mentioned further, "I am not sure what my "Must" is at this moment. Does it mean doing the tasks in front of me? Now I feel like I can think about my career more clearly!" In the next session, Ms. C and Co reflected and sorted out what were talked in the previous sessions, and the counseling with Ms. C was concluded.

About half a year later, Ms. C sent an email to the counseling room reporting that she had requested a transfer to another post, and that she was working in the production management section of the factory, where she was dealing with customers in collaborating with the members in overseas factories. She concluded the email as follows, "I have found my challenging "Will". The "Must" is sometimes tough, but it seems helping my "Can" improve and solidify my "Will". Once I learned more about the company and various networks, I may be able to find fulfillment in my previous job at the legal department. Oh, let me tell you. I continue the creative arts that you said you didn't understand (lol)."

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.

- | | |
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| 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

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

