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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



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Mr. Y does not know the cause of his health problems.

Client: Mr. Y, in his late 50s, working in sales department

Background:

Ever since Mr. Y started working at the company, he has built his career in sales department. During the time, he faced challenges dealing with very demanding bosses and junior workers who did not follow his instructions, but he managed to overcome these difficulties by taking counseling sessions. Lately, he has found it difficult to catch up with the changes in the way of working that occurred after the outbreak of COVID-19. He feels unwell and cannot keep positive attitude toward his job. As a result, he decided to seek advice after a long time since he had counseling sessions last time.

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

Initial Phase of Face-to-face Counseling:

Cl: "I've been feeling depressed lately, even though I do not have any particular problems. I took a day off today. I have had sleeping problems since last month, like waking up every two hours. The results of my stress check showed that I was highly stressed, and I talked with an occupational health physician the other day," he said. He had no idea what brought about his health problems and came to our counseling room.

After listening to his story further, the counselor learned that he was still unable to adapt to the way of working from home although it was introduced long time ago, that is, at the time of COVID-19 outbreak. He cannot maintain concentration and motivation well enough at home. He also has trouble in changing his pace between work and private life, and his relationship with his family has become awkward. The counselor also found that he was feeling anxious in online meetings, because he felt he could not understand the others well enough being unable to see facial expressions of the participants.

Co's Intervention: The counselor carefully listened to Mr. Y's story. Co explained that working-from-home had its advantages, such as efficient time management and increased productivity, but it had its disadvantages, such as decrease in communication as well as in the volume of information being exchanged. Also, the work style makes it more difficult to separate work hours from private life. Co informed Mr. Y that there were many who had the problems similar to his. Co further discussed the importance of choosing a work style that suits to one's own personality.

For instance, some people prefer working alone, while others thrive in a team environment. Productivity is optimized when the work style aligns with the individual personality. Co advised him to choose a work style that would suit to him, if possible.

After clarifying the situation, Mr. Y felt reassured and accepted the circumstances, but his sleep problems did not improve. According to him, he did not quite understand why he felt anxious so much, even though he felt stressed to some extent. The occupational health physician recommended him to see a doctor, and the counselor encouraged him to do so. Mr. Y decided to go to the hospital.

Middle and Closing Phases of Face-to-face Counseling:

CI: After visiting a doctor, Mr. Y was diagnosed with male menopausal symptoms. He said with a look of relief, "I have heard somewhere that men can also have menopausal symptoms, but I never thought it would happen to me. I get hormone replacement therapy every two weeks, and my irritability and sense of fatigue have gotten better. I also can sleep better."

Thanks to the treatment, he now feels more positive and goes jogging every morning. He has also accepted the fact that he can't push himself too hard at his age. In terms of work, he is now aware that he would work better in the office, and he plans to apply for a transfer to a department that requires his presence at the office more frequently. He told me with a smile that he was glad he decided to see a doctor.

Co's Intervention: Mr. Y was not suffering from a mental illness, but from a similar emotional state caused by male menopausal symptoms. His health condition improved with proper treatment. He also identified a working style that suited him and decided to request a transfer to a department where he could work in the office more often. His eyes got bright again, and he looked younger than before.

*Men can experience male menopausal symptoms when their testosterone (masculine hormone) levels drop rapidly due to aging and stress. The symptoms may include frustration, insomnia, and decreased libido, but it is important to note that they are often misdiagnosed as mental disorders. Unlike menopause in females, male menopausal symptoms have no clear indicators like the menopause in women, therefore, it is often difficult for men to recognize the possibility. Men also tend to endure the symptoms, often attributing them to their own lack of effort. Since more and more senior males remain in the workforce like re-employment nowadays. It would be beneficial for everyone to have a better understanding of male menopausal symptoms and to support each other.

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) | ❺ Desired type of session |
| ❷ Company name or registration number | <input type="checkbox"/> Face to face (Tokyo/Osaka counseling
office or any agreed location) |
| ❸ Brief description of the matter
for counseling | <input type="checkbox"/> By Microsoft Teams |
| ❹ 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.



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>