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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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I am not suitable for the work. I want to quit.

Client: Ms. K, in her 20s, works for a manufacturer

Background:

This is my second year at the company. I feel my current work does not suit me well, and I am thinking about quitting. It is already my second year in the job, but there are so many things that I do not understand. I do not think I am a good fit for the job. My senior colleague is very competent, and I am sure I will not be as good as she is. When I have a question, I try not to ask for help right away and I do my best to study on the matter on my own. Even though I study about my work on weekends, I cannot keep up with the pace of the work. Lately, I have not slept well. I think it might be better to start looking for a new job sooner rather than later.

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

Initial Phase of Face-to-face Counseling:

Cl: Ms. K had sleeping problems due to anxiety and stress about her job. She was exhausted because she spent her weekends in studying about her work. She got more convinced that she was not suitable for her work. Further, as she compared herself to her senior colleagues at work, her self-regard was hurt, and she felt cornered more and more.

Co's Intervention: I carefully listened to Ms. K's story and it became clear that she was "compelled to think of herself in comparison with a more experienced senior colleague." She was also "pushing herself too hard" by studying about her work even on weekends. During our conversation, I found out that there was a five-year gap in work experience between her and her senior colleague. We assessed her current situation considering the difference in experience: one year vs. five years. Since she was exhausted due to lack of sleep, I stressed the importance of getting enough sleep. We agreed that, as a first step, she would prioritize getting enough sleep by adjusting her daily routine and that we would explore the option of leaving the company at a later time.

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

Cl: She gradually started following my advice, which included using some self-care tips. I recommended to reduce the time for studying in weekends and make time for herself. As a result, her sleep improved, and her sense of fatigue was mitigated, which gave her more emotional space to think objectively. However, her anxiety about the job did not completely disappear, and she still felt that the job was not suited to her. But she began to show the ability to reflect on the situation.

Co's Intervention: During the counseling session, I carefully listened to Ms. K exploring what she really wanted to do. As we talked, it became clear that she did not necessarily want to quit her job, and that she had convinced herself that the job was not right for her, and that switching jobs was her only option. However, she later said, "I thought of myself incapable by just comparing myself to the senior colleague." By reflecting on what she had done in her work so far, we could find that there were things she could do well. Co suggested that she reframe her thought from "I have been working for two years already" to "I have been in the work only two years". Co also suggested that she might lean a little more on her senior colleague and others around her.

Cl: Ms. K accepted the current situation: It's not that she was "incapable," but "there were some tasks that she could not do well." She became more able to ask questions to her senior colleague than before. One day, she could talk to the colleague about her feelings that she was not suited to the job. The colleague shared that she had also experienced similar self-doubts in her first few years. The disclosure of the colleague made Ms. K feel quite relieved.

Although her anxiety did not completely disappear, her attitude towards work changed. It appeared that she realized that the current situation would not continue forever. She began to feel the warmth of human relationships at work and became more inclined to stay with this job. She said with a bright expression, "Nowadays, I really feel I am getting better understanding on my work steadily."

Co's Intervention: I shared my honest thoughts on Ms. K's progress, "You took notice of your feelings on your own and now you are taking steps to move forward." Ms. K. looked surprised and said, "I surely feel like I am ready to take initiatives." Reflecting on the days when she had sleep problems, she realized that her perspective had gradually become narrow and that the lack of sleep had significantly affected negatively her mental and physical well-being. She said, "health condition is very important," and expressed she was going to pay attention to her daily routine.

When I revisited the topic of self-care with her, she mentioned, "I want to make those self-care routines a part of my daily life and enjoy my holidays."

Our minds and bodies are closely connected. When you are going through a tough time, it is especially important to prioritize rest and self-care. Taking the time to refresh yourself can replenish your energy and restore a positive mindset and motivation. If you are struggling with a problem, shifting your focus to taking care of your health may help alleviate your hardship.

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)
- ② Company name or registration number
- ③ Brief description of the matter for counseling
- ④ Desired date and time of session

- ⑤ 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>