

Dec, 2024

Counseling Case


Edit and Issue

HOKENDOHJIN-FRONTIER, Inc.
Human Frontier Counseling Center
4F Aoyama 1-Chome Tower, 1-3-3,
Minami-Aoyama, Minato-ku, Tokyo
107-0062, Japan
Tel: 03-6747-6250

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



©2016, 2024 HOKENDOHJIN-FRONTIER Inc.

After Mr. C was accused of power harassment, he found it difficult to stay motivated.

Client: Mr. C in his 50s, works for a sales department

Background:

Mr. C joined the current company several years ago as a manager in the sales department for his work experience with the previous employment. Since then, he demonstrated his expertise and worked hard in guiding his subordinates. Recently, he succeeded to secure a large contract and it was decided to assign the new account to one of his subordinates as a representative. However, he was anxious about on-going situation because there were numerous details to take care, considering the client was a large company. Under such circumstances, the subordinate accused Mr. C of "power harassment" regarding the way he treated and talked to the employee.

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

Initial Phase of Face-to-face Counseling:

Cl:

Cl was accused of power harassment, and after inquiries conducted by the company, it was confirmed that the harassment had actually taken place. The company ordered Cl to visit our counseling office in order to prevent a recurrence.

Soon after being informed of that the inquiries supported the accusation, I was reassigned to another department where I was placed in a position with no subordinates and with demotion to a lower pay grade. I deeply regret my actions and words that were deemed a power harassment, and I do not intend to contest the company's decision. However, I find it incredibly difficult to motivate myself after the transfer. I manage to go to work, but I frequently cannot fall asleep and wake up in the middle of the night. Mr. C looked haggard and said that his life would be ruined if things continue as they are.

Co's Intervention:

First, I asked him to reflect on the background in his own words. The inquiries by the company are supposed to ascertain the facts but not to find excuses or explanation of the situation. However, being in the counseling room, I inquired him about his honest feelings on the matter. His story revealed how he felt about the employee and the background that had caused his harassing words and actions.

Mr. C is a person with a strong sense of responsibility. He was wary of the attitude of the employee who had accused him. Mr. C repeatedly told the employee to keep him informed of the situation. However, when the subordinate did provide updates, Mr. C often responded harshly, like, "What are you doing? You're not working on your own. Do you understand?" As time went on, Mr. C was kept in the dark about how the client was being taken care of and the progress of the work. Being frustrated by the situation, Mr. C lost his temper and shouted at the employee in front of the team.

I listened to Mr. C in a neutral manner and accepted his painful feelings about the consequences of his words and actions. I also told him that he should consider seeing a doctor if his condition persisted, considering he had sleep problem although Mr. C managed to go to work regularly.

Middle and Final Phases of Face-to-face Consultation:

CI:

The company just asked me to confirm if I said this or that. It is quite understandable, but it was helpful for me to have a space where I could express my feelings fully. Of course, I cannot talk about this with anyone at work, and I pretend to be calm. Since I was reassigned to another department, I do not see the members of previous work place on the same floor, but it is very painful when I happened to ride an elevator with them.

Mr. C's expression seemed a bit calmer when he talked the story. He also mentioned that he was waking up in the middle of the night less often after the second counseling session.

Co's Intervention:

While being considerate of his feelings, I recommended that Mr. C consider the prevention of recurrence of harassment behaviors as one of our counseling goals, and he agreed. I asked him to reflect and write down on "what kind of persons would trigger negative emotions in him" and "under what kind of circumstances he would get irritated." Mr. C identified that he felt angry or annoyed around "people who seem lacking a sense of responsibility" or "those who does sloppy work." He also mentioned that he became irritated "when things do not progress as I expect them to." Additionally, I pointed out that physiological factors can cause irritation, and Mr. C said, "Now that you mention it, I do get irritated more easily when I am hungry."

During the counseling session, we discussed strategies to help Mr. C avoid directing his anger towards others when he feels annoyed. I also shared some basic anger management techniques. Mr. C became aware of that when work was not going as planned, he was inclined to lose his composure and judge others harshly. He mentioned that in such moments, he would consider it as a “warning sign” and remind himself to “take a pause.” While he understands that things will not be the same as before, he is committed to seeking fulfillment in his current job. Our session concluded on this note.

There are countless instances when individuals are hurt by power harassment. The number of mental disorders recognized as industrial accidents is also steadily rising. Providing care to victims of power harassment is mandated by law. On the other hand, being accused of power harassment also deeply affects the person identified as a perpetrator. While there may be exceptions, it appears to me, many of these individuals are genuinely passionate about their work and hold themselves to high standards. To ensure that these human resources would not be wasted, I urge companies to actively raise awareness about power harassment and implement preventive measures regularly.

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>