

Jan, 2025

# 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.

## Case1



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**All of my colleagues are very capable, but I cannot do anything properly.**

### Client: Ms. A in her 20s, Sales assistant

#### Background:

Over the past six months since I joined the company, I have been working as an assistant to several sales staff, processing order slips and issuing invoices. There are three other members who are in the similar role - one who joined the company at the same time as I did and two seniors. They are much more capable than I am, and I cannot do anything properly. If this situation continues, I fear that the performance of all sales assistants would be judged negatively. In order to avoid such situation, I decided to make an appointment for a counseling session.

(Co: Counselor)

**Co's Intervention:** First, I asked her to talk about the feelings and thoughts that she had had so far, as they came to her mind. Once she had calmed down somewhat, I accepted her pain of not being able to accept herself and her growing frustration comparing herself to the other assistants. Further, I praised her efforts of doing her best every single day without taking a leave of absence.

Next, I asked her to talk more specifically about "I cannot do anything properly." She responded, "Hmm... my speed of inputting data has improved, but I am still slower than the others."

To help her shift her perspective, I asked, "What would say about how you are doing your job now compared to how you were in April?" Ms. A replied hesitantly, "Well, if you put it that way, I suppose I'm about three times faster than I was before..."

I communicated my surprise, saying, "Three times faster?!" She responded clearly, "Different clients require different invoices, so I created a format for each client to prepare invoices efficiently." As we continued to talk, I felt that her self-assessment of "I cannot do anything properly" was starting to change.

I further asked her, "Have you started anything new with the time you saved by increasing your inputting speed?" She replied, "I sorted the documents that the other assistants printed out and clipped them together." I also learned that the other assistants appreciated her effort. By this time, her initial anxious expression faded, and a modest smile emerged.

Finally, I asked her if shifting her comparison target from other people to her own past self would have helped her change her thoughts from "I cannot do anything properly" to "I am getting better." She responded, as if she had come to realization, "Maybe I was the one who was least paying attention to myself." We concluded the session on that note.

## Case2



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**After a traffic accident, I lost both my job and family...**

**Client: Mr. M in his 30s, Office worker (part-time worker)**

### **Background:**

A year ago, I was involved in a traffic accident that left me unable to work. As a result, the company I was running and my house were taken from me to repay my debts. Because of this, my wife left with our children, and we later got divorced. Now, due to the limited mobility in my legs, I am unable to secure a full-time position and am now working as a part-time office worker. This job is not what I envisioned for myself. Each day feels empty, and I feel as though there is nothing left for me. With no one to talk to, I decided to make an appointment for a counseling session.

(Co: Counselor)

**Co's Intervention:** As we sorted through the facts, I first listened to the feelings he had been carrying. He sobbed quietly as he recounted the moment when his ex-wife took their children by the hand and left the house. As he wiped away his tears, I said to him, "You must have endured an indescribably painful situation all by yourself, going through all those various administrative procedures even though your legs were in pain." He replied softly, "Maybe I have wanted someone to understand that" and he looked a bit relieved.

Once he had calmed down, I noted his statement that "there is nothing left for me," and asked, "Is there really nothing left for you?" to reexamine that point together.

In response, he said, "It's true that I am living in a house, even though it's rented, and I have a job, even if it's not the type of job I wanted. The people at work understand about my legs and are very kind to me." I also learned that his parents are supporting him financially, and he was most likely be able to see his children again. Although touring on a motorbike is still too challenging for him, he mentioned, "I think I can resume my hobby of grinding coffee beans that I selected and drinking coffee from my favorite cup," and a smile crossed his lips.

In this way, Mr. A was able to move away from his one-sided view that "there is nothing left" and realize "something still remains" and " the new people he has met."

## 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<br>office or any agreed location) |
| ③ Brief description of the matter<br>for counseling | <input type="checkbox"/> By Microsoft Teams   |
| ④ Desired date and time of session                  | ※The type of counseling you can choose<br>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.



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>