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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

※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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I got frustrated when things didn't go as planned, but...

Client: T in his 30s, works in the IT system industry

Background:

I have worked for my company for over ten years and have performed important tasks without any glitches. However, since when I was reassigned to the current department, there have been times when things do not go as planned. I feel irritated and sometimes wake up in the middle of the night, unable to get back to sleep. Even at home, I get upset with my child over minor issues, and I often end up feeling guilty about it. Because of this, I decided to seek help by making an appointment with a counselor.

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

[Initial Phase of Face-to-face Counseling]

Cl:

I have worked in the current department for two years. While I do my job well, there are certain situations that frustrate me. Even when I prepared thoroughly, unexpected things happen, and things do not go as expected. Or, there are times when workplace policies are established in a way that do not align with my thinking. I find it difficult to handle these situations and I feel irritated and cannot sleep well waking up in the middle of the night. Even at home, I get emotional and angry when I see my child playing instead of doing homework. Recently, the child is not speaking to me

Co's Intervention :

While acknowledging Mr. T's frustration with the ongoing situation, I listened attentively to him and engaged in conversation to help him feel comfortable sharing his true feelings.

I listened intently as Mr. T shared his worries one by one. He explained that he thoroughly prepared for tasks but felt uneasy if things did not go according to his plan. He expressed his nervousness, fearing that something bad might happen unless everything goes smoothly at work. It became clear that the root cause of his anxieties was his belief that he could feel at ease only when everything went well.

I suggested he use breathing techniques to help him fall back asleep when he woke up in the middle of the night. Following my advice, he started to feel calmer gradually.

【Middle Phase of Face-to-face Counseling】

CI:

Previously, I thought I simply got frustrated by the fact that things were not going well. However, as I was talking my feelings here, I came to realize that, in reality, I got frustrated because I felt insecure as I am not good at handling unexpected situations and being in lack of self-confidence.

When I was a student, my parents were in a better mood whenever I received good grades. As a result, I worked hard to gain admission to a prestigious university and always aimed to avoid failure. Being fearful of failure, I have taken care only to have success experiences up to this point in my life. Therefore, whenever something does not go as planned, I often assume the worst and worry about the outcome.

Co's Intervention :

Mr. T gradually learned more about himself. Since he has never experienced failure, he wanted to avoid getting hurt when he feared the worst might happen. I accepted this fear and demonstrated that I understood his true feelings.

I urged him to reflect on his current situation. He realized that even when things did not go as planned, the worst outcome did not actually materialize. He became aware of that he had been constricted by his own value judgement: success or failure; and good or bad. As he continued to review his situation, he recognized that things could not be reduced to only success or failure, but also had various facets. He realized that failures could lead to meaningful experiences, depending on how he perceived them.

【Closing Phase of Face-to-face Counseling】

CI:

I have come to understand that it is not an issue that things are not going well: what truly matters is how I perceive the situation. I now feel much more comfortable and no longer wake up in the middle of the night, as I am able to think "everything will be alright", even when unexpected things happen. I feel more relaxed and no longer get emotional to my child. The child now talks to me more often.

Co's Intervention :

I provided Mr. T with feedback and supported him as he came to realize the source of his irritation. This realization led to a significant change in his perspective. The session concluded with Mr. T showed a refreshed expression and saying, "Even if things don't go as planned, everything in life holds value."

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>