

Mar, 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.

## Case 1



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**I wonder why I feel reluctant to go to work, while I do not have any problems at work.**

## Client: B in his 50s, Engineer

### Background:

He joined the current employer as a new graduate. Mr. B is proud of that he has worked true to himself with good health condition throughout his career, although he has met fair number of challenges. Recently, he has felt tired and reluctant to commute to work. He attributed it to his age. One day, he could not bring himself to get on the commuter train and ended up going back to home. Concerned for his well-being, his wife encouraged him to seek counseling, which he ultimately decided to do.

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

### [Initial Phase of Face-to-face Counseling]

**Cl:**

I wake up once or twice in the middle of the night these days, but I suppose that is normal for someone of my age. My appetite has not changed. Although I was lately reassigned to another department, I am working less overtime than before. Everyone in the new department is nice, but for some reason, I feel reluctant to commute to work. I cannot think of anything that is anomalous. However, my wife said, "You sometimes seem to have a nightmare," and "You do not smile these days." I thought going to a hospital was an overreaction and decided to get a counseling session as my wife suggested.

### **Co's Intervention :**

Mr. B had a gentle demeanor and spoke politely, but I noticed that his facial expression lacked vitality. Nevertheless, I chose not to mention this. Instead, I thanked him for coming to see me and waited patiently to hear what he had to say.

From what Mr. B talked about his daily life, I learned that he had been promoted from a group company to the headquarters six months ago. Since the transfer, he has paid careful attention to build a rapport with those around him and devoted himself to produce results. Further, I learned that he was feeling a bit burned out. He mentioned that his work had been highly appreciated and had recently been put in charge of a new project.

I suggested, "How about visiting a doctor to give your family the peace of mind?" When Mr. B looked anxious and asked, "A psychosomatic clinic?", I advised him to "consult with your regular doctor about your sleep and fatigue."

### **【Middle Phase of Face-to-face Counseling】**

#### **CI:**

I visited a nearby internal medicine clinic. Although nothing wrong was found, the doctor prescribed sleeping pills to address my sleeping trouble. However, I am hesitant to take sleeping pills, and I have not taken them yet. The doctor also prescribed a Chinese herbal medicine to help alleviate my anxiety, and I am currently taking the medicine. Going to the clinic improved my mood a bit, but I still feel reluctant to commute. Both my wife and the doctor advised me to continue with counseling.

### **Co's Intervention :**

I praised his efforts to visit the doctor and advised him to discuss any concerns about his medication with his doctor instead of making decisions on his own. Then, I proposed that we discuss and reflect on his "feeling reluctant to commute" in the counseling sessions, and he agreed.

As we continued to have more sessions, it became clear that Mr. B had a strong desire to "meet the expectations of others." He also became aware of that he had raised the bar for meeting the expectation, being pressured by the recent promotion to the headquarters. Further, Mr. B also realized that, in spite of his good interpersonal skills and ample managerial experience, he was feeling inferior in his new environment, and he was concerned that he was not performing managerial works as effectively as before. Through a deeper self-reflection, Mr. B realized he needed to take a break, and he took a four-week leave of absence. During his leave of absence, his superior took charge of the new project in his stead. Upon returning to work, Mr. B resumed involvement in the project. He has come to understand that "it's okay to show weaknesses" and that he "does not need to feel inferior." Gradually, his lively demeanor is returning.

Be careful of what is known as "promotion depression." Your previous successes may weigh heavily on you. If you sense or are informed that something feels "different than usual," it is important to seek advice and consult a doctor as soon as possible. Start by visiting a nearby hospital

# 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](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>