

Apr.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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**I feel I have not grown professionally, and I wonder what to do.**

**Client: Y in her 30s, administrative assistant of a product development division**

### **Background:**

I'm approaching my 40s, yet I feel like I haven't become the person I wanted to be. Everything I have been doing so far is felt a futile effort, and I cannot concentrate on my work. I want a job that makes me feel I am growing at work, but I do not know how to get it, because I have not become someone who can say who she is professionally. So, I've decided to talk to a counselor.

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

**Cl:**

In my 20s, I did not have a doubt about my career; the work was engaging, and the inter-personal relationships were good. However, things gradually started to change after the company got bigger through a merger. The corporate culture and work procedures changed over time. I got a new boss about two years ago. Since then, only rarely my opinions and suggestions have been taken seriously, and I feel I am not contributing to the company. As I am supposed to work what I was told to do, I do not feel I am growing professionally. Since I have worked as a general office clerk, I cannot say I have any professional expertise. I want a more rewarding job, but I do not know what would be the best fit for me.

### Co's Intervention :

While listening to the CL's story, I asked her to talk about how she had approached towards her work so far and what kind of changes she had come through since she had a new boss. She explained that she had taken care of a variety of administrative tasks in the department, from accounting to general affairs, while listening to the needs of the team members of the product development so that they can focus on their job. In her 20s, she was given occasionally the work closely related to product development, which made her job rewarding. However, with the organizational changes, her proposals for optimization and improvement of work procedures were not seriously taken, and she was told to do only what she was instructed. It appeared she had lost motivation under such circumstance. We discussed in what kind of job CL would feel her growth and being rewarded, as well as what kind of expertise she was looking for.

### CI:

I want to be able to say, "I am professional in XX." As my company is manufacturing everyday items, I would feel I am contributing to society if I were involved in product development. I would also like to hear directly from customers about their needs. However, product development requires specialized knowledge, and I wonder whether I can start learning at this life stage and would be competitive enough to meet the demands of the field. I had imagined that I would have a family and a fulfilling job, taking a balance between work and child-rearing in my 40s. However, though I am approaching 40, I am still single and yet to find a fulfilling job. I really feel I got stuck.

### Co's Intervention :

Listening to the CL, I understood that she had been doing her best to support the product development team by maintaining close communication with each member of the team. Further, I understood that she had a strong desire to serve someone else. I asked, "Your work is to support the product development team. Cannot we say you are contributing to the end-users of the products of your company, though it is indirect? Do you have any opportunities to receive customer feedback directly?"

### CI:

I have never considered it in that way. Now that I think of it, I do receive compliments and suggestions for improvement on our products from our business partners. I passed these comments along to the product development team, but I have not really analyzed their feedback in depth. I think I could do such a job as to incorporate customer feedback into improving our products. Since there is a specialized department dedicated to this, I would like to explore it further.

### Co's Intervention :

As the CL reflected on her current work, I gave supportive feedback on her realizations that could lead her to more rewarding job. When she appeared a bit more refreshed, I said, "Because you have got years of experience under your belt now, I believe your vision of your 40s can differ from what you had when you joined the company. Instead of being hung up on the image you initially had, it might be good to redefine your future expectations in reference to your current situation." The CL thoughtfully responded, "That's true. It's only natural because my situation is different from what I envisioned in my 20s. It seems that I was caught up with an image of how I ought to be in my 40s and I felt frustrated that I was not getting to the goal." We then concluded the counseling session.

There are times when you may struggle to find what you really want to do in your career. When this happens, take a moment to reflect on your past accomplishments and organize your thoughts about your current tasks. This process can help you gain clarity and identify the next steps you should take.

# 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>