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Counseling Case


Edit and Issue

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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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A Client who has become aware of her own thought patterns.

Client: Ms. B in her 20s, Specialist

Background:

This is the fourth year of the CI's employment with the company, and she approached to her work with a proactive and enthusiastic attitude. However, she felt the guidance and support from her boss were insufficient. The feeling made her anxious, which eventually progressed to mental health issues. As a result, she visited a psychosomatic clinic and was diagnosed with "state of depression." Although she continued to work despite the diagnosis, her condition worsened significantly after her boss harshly pointed out a mistake, and, as a result, she had to take a leave of absence. Before returning to work, she was encouraged by the occupational health staff to seek consultation.

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

【Initial Phase of Face-to-face Counseling】

Cl:

My boss is good at his job, but he always seems busy and is hard to talk to. I always felt that I was not getting proper guidance from him, and that he was not trustworthy even after we worked together for two years. I thought I was doing my best, but perhaps I simply might have become exhausted. It became so painful to be around my boss that I had to take a leave of absence. I am well aware that a lot of work has piled up, and I feel sorry that my junior colleagues must be working even harder to cover for me. The Co felt that there was a sense of urgency when she said, "I need to return to work as soon as possible."

Co's Intervention:

The Co listened to her thoughts about her boss and acknowledged and appreciated that Ms. B had worked at her best so far. As she finished talking, it appeared she became aware that there were coworkers, her family and friends who supported her during the difficult time. Through a series of sessions, she gradually regained her composure and began to think, "If I can't change the others, it might be better to change my way of thinking and attitude toward people with whom I feel difficult." However, according to her, this notion was often followed by anxiety worrying, "What if I got depressed again?" In response, the Co helped her recognize her thought pattern that imposes pressure on herself, such as "I should ~." The Co encouraged her to take things easy after returning to work, and work on her personal objectives at her own pace without pushing herself too hard.

【Middle and Final Phases of Face-to-face Counseling】

CI:

Ms. B returned to work as scheduled. Although she was still working in the same department and doing the same job responsibilities, she was allowed to work away from her boss. She reported calmly, "I feel my mood is regaining equilibrium gradually, but I still get nervous from time to time. When I sense things are getting too hard, I try not to overthink or to step away from the situation. I think I've become less constrained by the "I should ~" thinking and not taking on too much."

Four months later, she was transferred to a different position. Although it came as a surprise, she now feels comfortable in her new workplace, where her new boss actively talks to her and shows consideration. Since the nature of her work is different from her previous job, she sometimes feels anxious, worrying "Can I do this?" However, it appears, she is now able to calm herself down thinking she can ask for help and someone would support her.

She reported with a smile, "It's a busy season right now, but I am handling my work in my own way. When I get very busy, it seems, both my physical and mental conditions tend to decline. Previously, I used to think I should not take a holiday when work was hectic, but nowadays I think it may be okay to find ways to take a time off here and there. I now believe that it is really OK to ask or to consult with my boss and colleagues, instead of assuming it impossible."

Co's Intervention:

The Co noted that Ms. B felt being safe at her return to her work due to the supportive attitude of the workplace. The Co also supported that the CI found her coping strategies at the time when things got difficult. The Co provided feedback noting that she became able to adjust her way of thinking to "not to overthink unnecessarily", instead of just labeling "I should ~" thoughts as inherently bad. The Co also recognized that the CI approached to her new environment with a mindset that she can seek help and consult with those around her, moving beyond simply feeling anxious.

The CI has become more aware of her own thought patterns, and holds onto a lot of stress less often. We also confirmed that she was regaining her sense of self-efficacy—which was diminished at the early stage of consultation. With this, the sessions were brought to a closure.

“I find it hard to talk to my supervisor because they are always so busy” is something we often hear in counseling sessions, and Ms. B had also come to believe this, which made it difficult for her to initiate communication or approach to her supervisor. She may have also held the belief that “a supervisor should be ~.” As she became more aware of her own thinking patterns—ones that placed pressure on herself and made her feel constrained—her stress seemed to gradually lessen.

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