

July, 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.

**A couple came to share a stronger bond by knowing and respecting each other's feelings and thoughts !**

## Case 1



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**Client: K in his 30s, working for the present company for 12 years as a sales representative, and K's wife, M, in her 30s.**

**Background of Face-to-face Counseling:** Co received an email from K stating: "My wife and I have two children (a son in the first grade, and a daughter of three years old). Recently, I witnessed my wife scolding the children harshly, driven by her emotions, on several occasions. She seems to be particularly struggling with our son, and when he does not follow her instructions, she ends up resorting to corporal punishment. When he is scolded harshly, the son also hits or kicks his mother back and even takes out his frustration on his sister by throwing things at her. Once things reach this point, they do not calm down quickly. When I happen to be at home, I intervene to calm things down. However, I return home late often due to my busy work schedule, and I am away from home on business trips for about two days in a week. I am worried. I'm not sure how to handle this situation." Afterwards, Co had a phone conversation with K.

He said, "I want to improve the current situation. Otherwise, my family will fall apart." He continued, "Even when I am at work, I cannot concentrate because I worry about what is going on at home." He sounded desperate in telling, "I would soon be relocated to a different location. My intention was to go alone and live away from my family. However, under the circumstance, I cannot think of moving to another location." He also mentioned, "My wife is a housewife. She fully devotes herself to housework and child-rearing."

I suppose it must be tough. Maybe she needs a break." Co and K together tried to imagine how difficult it is to be a mother. Since it was hard to fully grasp the family situation from just what K talked about, and there must be things that his wife would want to say, Co suggested, "How about coming in for a session with your wife?" K looked hesitant and said, "I'm not sure if my wife would agree. I did not tell her I was to seek a consultation." Co responded, "It would be an opportunity to show how you deeply care about your family, would it not?"

After thinking for a while, K responded, "Well, if things continued like this, someone in the family might get hurt. If any of them would suffer a mental health problem, that would be a problem. I will talk to her about it." Co made sure to emphasize that no pressure should be put on his wife and ended the phone call. About ten days later, K contacted Co and said, "We would like to have a session together as a couple," and we arranged a meeting appointment that fits their schedule.

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

**Cl:**

On the day of the session, the couple arrived at the meeting place, speaking in a calm manner. Being mindful of nervousness of his wife, K said, "When I suggested my wife to get a counseling session together, she was surprised and started crying, saying, 'I did not know you cared about me and the kids that much.' Seeing that, I realized she had been carrying all of the burden alone, much more than I had imagined." M (the wife) spoke about their two children, and it was clear that she was full of worry and anxiety. According to M, "Our son has behavioral problems (e.g., he has strong likes and dislikes with food, people, and activities; he forgets things often; he has tantrums; and he is mean to his sister.) My husband says, 'He is just an elementary schooler; it's normal, stop worrying so much.' but it is only getting worse. I wonder if there is something wrong with the way I interact with the son. I often get emotional and raise my voice. I am a bad mother." K comforted his wife, saying, "You are doing your best. You just cannot always control your emotions."

**Co's Intervention:**

Co listened to the conversation between the couple for a while. Listening to their conversation, Co felt there were things that could not be expressed in the session only because they care about so much each other. Co suggested individual sessions with each of them. Showing her concern about her husband's reaction, she said, "It must be difficult for you because you are so busy with work." K considered for a moment and responded, "Yeah, you're right..." Co then said, "I really want each of you to have a chance to sort out your thinking and feelings individually. Whether it may be in-person, over the phone, or online, I will accommodate to your convenience." Co wanted to help them to have a relationship where they can communicate assertively and respectfully.

**Cl:**

A few days later, K contacted Co and said, "We want to continue the consultation. On Friday next week, I should be able to take some time off from 3 p.m. I will attend to the kids, so could you meet with my wife?" I immediately got in touch with M, arranged the time, and we had a session at a hotel lounge near their home for her convenience.

M shared her feelings, saying, "Because he works late so often, I can lead a comfortable life with my kids. I am grateful for that." She continued: "Though I should be doing house-keeping and childcare properly, things do not go well because I am clumsy."; "Though I try hard to raise my children properly, my son has many behavioral issues."; and "I want to be a gentle mother, but I get emotional and scold him often. I am always angry." She expressed the feelings she had been holding. After the session, we had three phone consultations, accommodating to M's schedule. During those phone conversations, she gradually shared her true feelings and thoughts and said: "It's hard to say this to my husband, who is so busy, but I wish he could make more time for the family."; "After we have got a second child, I am overwhelmed with childcare and housework. Honestly, I'm physically exhausted. I feel down."; "I cannot stop worrying about my son's behavioral problems."; and "I am afraid that both I and the kids would fall apart if things continue like this."

**Co's Intervention :** During each session, Co acknowledged M's efforts and perseverance. Co also emphasized: it is okay not to be perfect (i.e., the importance of adopting a "Well, it's okay" mindset); it is important to forgive and accept oneself (i.e., affirming "You're doing your best"); and anger is a secondary emotion that often rises from underlying emotions such as anxiety, sadness, or other feelings (i.e., expressing what one truly wants can prevent directing anger at others). These points were explained to M with specific examples from her daily life. Additionally, Co asked M to share the things discussed in the sessions with her husband in her own words. Once M had processed her thoughts and found a sense of calm, Co suggested scheduling a session with the couple. K adjusted his work schedule, and we had a meeting among three of us (the couple and Co). K said, "After each session, my wife talked to me about her thoughts and what she became aware of in the session. Listening to that, I also had things that I came to realize. I used to think working hard was what would bring happiness to my family. But after listening to my wife, I now understand that parenting is something we need to do together." Co felt that the couple had developed a relationship where they respect each other and engage in open dialogue (listening to and sharing each other's thoughts and feelings comfortably). Co suggested that they utilize available resources for their son's developmental support, such as teachers, school counselors, or public parenting support centers. The session concluded with, "We will discuss this as a couple and consider our options."

# 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>