

Aug,2025

# Counseling Case


## Edit and Issue

MBK Wellness CO.,LTD.  
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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 Client Struggling with a Difficult Relationship with a Colleague

## Case 1



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### Client: B in her 20s, Sales assistant

**Background:** Ms. B has felt very stressful for a long time about the relationship with a difficult senior colleague. "When I report something, I only get negative reactions, and it is hard to ask for advice." "The colleague reacts emotionally even on trivial matters, and I am on edge every day." Ms. B said to herself, "I would not know how to interact." Ms. B felt she reached her limit and came to seek consultation.

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

### Co's Intervention:

During the first session, Co made sure Ms. B could speak comfortably and listened attentively to her story. After accepting Ms. B's feelings on her relationship with the difficult colleague, Co acknowledged, "You have tried so hard on your own for a long time." As Ms. B spoke, her tension gradually eased, and there was a moment when she teared up and said, "This maybe the first time to talk about this matter with anyone." Co then asked, "What kind of changes in the relationship would make you feel a little better?" Co and Ms. B worked together to put into words what Cl wanted on her relationship with the colleague. She said, "At least, It would be nice if I could make necessary communications at work without pain."

CI:

During the subsequent sessions, Co listened to more episodes in detail. She said, “I react excessively to the words and behaviors of the colleague even when they are trivial, wondering if I did something wrong, or if I’m going to be denied again... My mind keeps spinning, and it makes me feel depressed. I felt I needed to create a good relationship, and I started to try to read the mood constantly. I am exhausted. Recently, I get palpitations and shortness of breath before going to work, and I dread going to the office.”

Co’s Intervention:

While empathizing with the anxiety and nervousness Ms. B was feeling, Co showed simple relaxation techniques such as breathing exercises. Further, Co encouraged Ms. B to develop the habit of observing her own emotions objectively to avoid being swayed by them, and Co helped Ms. B practice becoming aware of her feeling of the moment. By naming the emotions of the moment, what was initially just a vague sense of unease became sorted out more clearly, as in “This may be anxiety,” or “This is anger.” Ms. B gradually began to understand the situation more calmly.

Additionally, it appeared that, being concerned about having good relationship so much, she was inclined to put the emotional state of the others ahead of her own feelings. Co supported the perspective of “I do not have to force myself to have a good relationship,” or “Being able to have necessary communication at a right time is good enough.” Co and Ms. B explored the ways to work with the colleague with a “comfortable distance”.

CI:

While exploring how to find the appropriate distance in the relationship in the subsequent sessions, Ms. B shared, “Even when I really need to tell something, I can’t bring myself to do so dreading the colleague’s reaction. I don’t even know how to communicate. When I get rejected by the colleague, I feel like I’m a worthless person. My self-confidence is diminishing.”

Co’s Intervention:

While acknowledging Ms. B’s anxiousness, Co helped CI explore how to tweak her way of communication. For example, Ms. B practiced considerate ways of expressing herself, such as “It would be a great help if you could ...” or “I’m finding the current situation a bit difficult.” She smiled and said, “Just knowing how I would express myself has given me a little more confidence.”

During the counseling sessions, Co helped Ms. B restore the sense of “I have strengths and value, too,” by reflecting together on the efforts she had made so far; her positive relationships with other colleagues; and her sense of responsibility toward her work. One phrase Ms. B casually said during the session stood out: “Even if I’m not accepted by the other person, it’s okay to just be myself.”

In the subsequent sessions:

Having realized that she was overreacting and put herself at the mercy of the colleague’s attitude, Ms. B was able to distance herself more effectively from the colleague. Although the relationship did not fully improve, Ms. B said, “I’m not fearful anymore. My colleague has not changed, but just by changing my mindset and response, things are so different.” She said, “I have more emotional space than before,” and we closed the counseling.

# 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.  
[MBK Wellness 株式会社](#)