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Counseling Case

Edit and Issue

MBK Wellness CO.,LTD.
Human Frontier Counseling Center
4F Aoyama 1-Chome Tower, 1-3-3,
Minami-Aoyama, Minato-ku, Tokyo
107-0062, Japan
Tel: 03-6747-6250

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.

I cannot get along well with my boss, and that is a problem.

Case 1



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Client: N in his 40s, Development Department

Background: This is my first time to use this service. It has been four years since I joined the company. I was diagnosed with adjustment disorder 14 months ago and took a leave of absence for ten months. The mental health problem was partly due to the heavy workload, but more due to that I could not get along with my boss.

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

<Initial Phase of Face-to-face Counseling>

Cl:

My boss's attitude toward me is always condescending and his disheartening way of speaking made me sick. When I made mistakes or when things were not working out, he denounced me saying, "Why can't you do this?", "What have you been doing until now?", or "You should be able to do better." Over time, I lost confidence in myself. However, during the leave of absence, I reflected on myself and wondered if my communication style might be attributable to the problem. That led me to make the conscious decision to return to the workplace where I had been working. However, after a few months, my workload started accumulating, which meant more frequent interaction with the boss. Even though I understand I need to get along with him, I feel depressed every morning. Before a meeting with the boss, I would break out in a cold sweat. I really wonder how to cope with all of this.

Co's Intervention:

I listened attentively as the client spoke about the background and how he felt. I recognized Mr. N's courage and resolution in his deliberate choice to return to his former workplace owning his personal responsibility for the leave of absence.

I also noted that CI was suffering from the dilemma; his thought of getting along with the boss or his body and mind not willing to do so. I assured him, “it is completely natural to feel fear or being wary of dealing with someone you find difficult.” Mr. N also mentioned that he still visited a psychosomatic physician once a month and was taking antidepressant medication. He also said that, after interactions with the boss, he often experienced headaches, a sense of physical heaviness; and difficulty in falling asleep due to the lingering tension.

<Middle Phase of Face-to-face Counseling>

CI's story:

I am a bit embarrassed, but right now I am doing my best to avoid seeing my boss. Since I work in the office only two to three days a week, I would work in the office when he is not expected in the office. There are about a dozen members reporting to the boss, including myself, and the members are divided into three teams to carry out our work. On a daily basis, I primarily interact with my team leader. However, depending on the task, I need to speak directly with the boss. Presently, he seems to be making an effort to be considerate, but I still find it very uncomfortable in interacting with him. I know I need to overcome it.

Co's Intervention:

Listening to Mr. N talking about how the department is organized to carry out the business, I felt that Mr. N blamed himself and was trying hard to overcome his discomfort toward his boss. Mr. N came across as an honest person with a strong inner core, i.e., someone who does not run away from challenges but rather to face them. At the same time, I assumed that the idea of “getting along with the boss” had become a center of his thoughts. So, I gently asked, “By the way, what do you hope to achieve through your work?” Then, ...

<Final Phase of Face-to-face Counseling>

CI's story:

Actually, I want to make positive contributions for the entire department as a person concerned. Back in the university and at my previous job, whenever I saw someone feeling demotivated, I would take them out for a drink and cheered them up. Even now, I volunteer as a referee for my son's soccer club after taking the time to study to get certified. Similarly, I want to contribute to the organizations that I belong to as much as possible.

Co's Intervention:

I listened closely to what Mr. N hoped to achieve. I could clearly picture someone who values the people he meets, takes responsibility and spares no efforts in playing an active role as a member of organizations that he belongs to. I felt that the picture truly represented who Mr. N was. So, I said, “what you really hope to achieve is not getting along with your boss but it is to make contribution to the organization you belong to,” and “If that is the case, you probably must be more strategic—like figuring out how to manage the relationship with someone who has different values from yours.” Mr. N looked a little surprised and responded, “You're right... I've focused so much on having better relationship with the boss. But that just made me feel like I had to interact with him more often, which made me more nervous—I was in a negative loop.” I then suggested, “For example, maybe you can observe behaviors of other team members who appear maintaining a reasonably good relationship with the boss. Or, perhaps you could have open talks with your team members to share ideas and insights together.” Mr. N leaned back as if a weight had been lifted, and said, “That word '*strategic*' really struck a chord with me. I realize now that I have taken only a straightforward approach to the matter.” With a refreshed and lively expression, he added, “Talking about this matter really helped. I feel I have clearer vision as to what I want to do, and I actually feel ready to give it a try.” With that, he left the counseling room.

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 | ☐ Face to face (Tokyo/Osaka counseling
office or any agreed location) |
| ③ Brief description of the matter
for counseling | ☐ 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.
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