

Oct, 2025

Counseling Case

Edit and Issue

MBK Wellness CO.,LTD.
Human Frontier Counseling Center
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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.

Mr. B was very distressed because a subordinate made a harassment allegation against him.

Case 1



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Client: B in his 40s

Background: Mr. B has worked as the head of a local factory for many years. His work had been reputed so highly that some customers requested him to be in charge of their projects. He had gained trust from people in the company, too. However, a middle-ranking employee made an allegation to the company that Mr. B harassed the employee (Mr. C). After conducting internal hearings on the incident, the company decided that Mr. B's conducts were not deemed as harassment. However, he was deeply troubled and dispirited. People close to him recommended him to seek counseling.

<Initial Phase of Face-to-face Counseling>

When Mr. B showed up for the first session, his facial expression showed he was very disheartened. Anyone who knew his energetic character would not imagine him like that. Co observed that Mr. B was in anguish being unable to accept the fact that his conduct was accused of harassment. It appeared he was very shocked at the allegation as he had been proud of his contribution to the company. Co started the session by listening attentively to Mr. B's account on what had happened as he saw it.

Mr. B said that he had worked hard every day to meet the customers' requirements of the quality and the delivery date while giving a top priority to the safety of the employees on the site. Mr. B described: at a stage of preparations for an inspection, he warned Mr. C harshly on his deficient work quality during a staff meeting. Mr. C did not show any improvement even after the warning, and Mr. B ended up telling him to quit the company if he did not feel life doing his job properly. Co supposed that Mr. B acted sincerely out of his sense of responsibility as the factory manager.

<Final Phase of Face-to-face Counseling>

When Co asked Mr. B what specifically of his behavior was alleged as harassment, he replied as follows:

- Gave a reprimand to Mr. C in front of other members during a meeting.
- Directed Mr. C to rewrite a report; and
- Judged that Mr. C would not improve and suggested him to quit.

As Co listened more closely, Mr. B spoke that the factory was operating with two shifts, day and night, to make up for delays in its operation at that time and that he had to work very hard with a feeling of tension. Under such circumstances, he lost his control of his anger and criticized Mr. C harshly.

On the other hand, Mr. B said that, in the internal hearings, other employees commented overwhelmingly in his defense, like “Mr. C’s work attitude was beyond tolerance,” “It was blow for blow,” and “Mr. C deserves it,” and the Company did not recognize his conduct as harassment, and issued Mr. B a strong warning but didn’t take any disciplinary action against him.

Mr. B explained that, although his conduct was intended to help Mr. C grow and to ensure the quality of the products, he said he regretted he caused a mental strain in Mr. C.

In the subsequent sessions, we practiced the ways to handle his emotions when he gets irritated and the assertive communications where he expresses his thoughts and feelings without harming self or the others.

After these sessions, Mr. B requested an opportunity to apologize Mr. C personally, and the company arranged a meeting a few days later. Naturally, Mr. B had things he wanted to say, but he gave a higher priority to listening to Mr. C’s feelings on the incident over telling his mind. After listening to Mr. C fully, Mr. B apologized for the harm he inflicted on Mr. C. According to Mr. B, Mr. C said that he had mistakenly believed that Mr. B had hurt his pride and also that he regretted his attitude toward his job. Mr. B said that this meeting helped them understand each other better.

The company sincerely told Mr. B that it required him to continue to be the factory manager. Mr. B communicated to the company that he took this incident very seriously, and that he was willing to make his best efforts in his duties as a factory manager. Our sessions thus came to close.

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.
[MBK Wellness 株式会社](#)