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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

※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 was doing better in my previous job...

Case 1



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Client: N in her 40s, working for a manufacturer

Background: It has been six months since I joined the company. Although interpersonal relationship in the workplace is fine, the company culture and business practices are different from those of my previous employer, and I am struggling to get used to them. Recently, I often feel depressed because of negative feedback from my boss. I would be able to do my job properly given a little more time, but I just feel pressed because I am required to do so much. When I get home, I am too exhausted to sit and talk with my children.

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

<Initial Phase of Face-to-face Counseling>

Cl:

Ms. N said she was confident about her ability to perform her work in the previous job. In her new job, she was initially tackling her job earnestly and was building good relationship with her boss. However, as she became aware of the difference in the business practices and workplace culture of the current company, she was confused and frequently thought she was not doing well. Further, her mother suffered an injury a while ago and Ms. N started visiting her regularly to help, which made it even harder to keep work-life balance. Under such circumstances, she was getting criticism from her boss more often and lost self-confidence. She told, while she wished to interact with her children gently, often times she could not help scolding them. She was depressed with self-loathing, and she found herself reluctant to go to work these days.

Co's Intervention:

Although it was an online face-to-face session, I could see how tired Ms. N looked in the computer monitor. She gushed out about her work and family situations and at times seemed at lost for words. I listened attentively and accepted her feelings until she finished speaking. Then, as we sorted out her issues, it became apparent that she was under multi-layered stressors, such as entirely new job and working environment, housework and parenting, and caring her mother.

When I admired her efforts by saying, "You have been working really hard in this difficult situation," Ms. N nodded quietly, and tears fell from her eyes. She also appeared a little relieved after she voiced her tense feelings.

<Middle to Final Phases of Face-to-face Counseling>

CI:

During subsequent sessions, Ms. N often said "in my previous job." She also sounded baffled in saying "I expected I would be given more responsibility," and "I was doing better in my previous job." Her stories showed that she lost confidence every time she received criticism. Ms. N not only felt she was not fully making use of her experience in the previous job, but also blamed herself for not fulfilling any of her responsibilities at work, at home and in taking care of her mother. She was under enormous pressure because a number of problems came together.

Co's Intervention:

I accepted Ms. N's feelings by repeating her words, "You were doing well in your previous job," and we explored what was not going well in her current job based on specific episodes. At one moment, Ms. N quietly said, "I wonder I may have been stuck with the way I was doing my job before," and after a brief pause, she said, "I may have been preoccupied with the idea of making best use of my experience in the previous job." After this awareness, her work style changed little by little.

CI:

Ms. N's expressions and speaking tones gradually brightened up. She said she was trying to "understand the intensions of my boss" and "ask my boss when I do not know on the matter." By acting proactively at work, she came to understand better how the work is done in the workplace.

Ms. N reflected, "I started to accept the present situation rather than being rushed and I have become able to feel relaxed." As she got more used to the way things worked in her new job, she found herself effectively applying her experience in the previous job. She said she was trying to "slow down" at home, too. Although the difficult situation remains, she makes efforts to spend quality and fun time with her children regularly by maintaining her own pace even if it means a few corner-cuttings in house-keeping chores.

Co's Intervention:

Ms. N was by nature the kind of person who takes initiatives to think and do what she should do. During later sessions, I listened attentively to her stories and showed respect for her attitude. In the closing session, we reflected on how Ms. N took initiative to consider and positively changed her approach to her work and to her family. She said, with a gentle smile, "I was able to organize my own thoughts and behaviors every time when I talked with you."

When we have a number of stressors at a time, we often cannot relax and think calmly. At such times, talking to someone helps to organize our own thoughts and feelings. This can allow us to become aware of what we felt deep in our mind.

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.
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