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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](tel: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'm often not informed of information that other employees already know...

Case 1



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Client: K in her 30s, General Affairs staff

Background: I am constantly frustrated by the way my supervisor handles information. Even though I have worked in General Affairs for over ten years, sales employees who joined the company only recently often know about new hires or transfers before I do. Preparing the related documents and office equipment is my responsibility, yet I am not informed until the last minute. As a result, I have to rush to place orders and print materials after being notified. I am so frustrated that I have even considered quitting my job, but before taking that step, I wanted to talk about this once, so I made an appointment.

(Co: Counselor)

Co's Intervention:

First, I asked her to speak freely, sharing whatever came to mind about the frustration that had led her to consider leaving the company. As she spoke, I listened while helping to organize her experiences in chronological order and acknowledging her feelings of being unrewarded. When I expressed my appreciation for her continued dedication to her responsibilities despite these circumstances, she gradually began to calm down.

At that point, I asked, "Sometimes *anger* appears when other emotions have accumulated and overflowed. Do you have any idea for that?" Ms. K immediately replied, "No. There's nothing but anger." I fully acknowledged and respected her response, and then gently asked again, "Do you sense that there might be another feeling, even just faintly, beneath the anger?"

She said, "Please give me a moment. I think I might be able to see something..." and closed her eyes. After a period of silence, Ms. K slowly said, "Maybe... I feel like I'm not being regarded as important, and that makes me feel a bit lonely..."

In response to this self-reflection, I said, "It may be that this *loneliness* has gradually built up and eventually overflowed in the form of *anger*." At that, she leaned forward and showed interest, saying, "What do you mean by that?"

I then proposed a hypothesis that the *loneliness* she was experiencing might be shaped by her underlying assumption that "employees with longer tenure should be informed first." Upon hearing this, she widened her eyes and said, "So... does that mean my supervisor isn't actually making me angry?" She then continued, "Now that I think about it, it may be natural for the department receiving a transferred employee to be informed first..." and appeared to begin reexamining her own assumptions.

After that, she also talked about a variety of examples and seemed to realize that what she had experienced as *anger* was, in fact, a form of *loneliness* that she herself had constructed. She further reflected, saying, "But in the end, they cannot prepare documents or equipment without me, so maybe that means I'm being relied on." In this way, she began to reacknowledge her own value.

As the sessions continued, her feelings of "loneliness stemming from a sense of not being valued," as well as her intention to resign, appeared to dissipate. She eventually began to speak with a smile, saying, "I guess I tend to exaggerate things. My younger sister often tells me that," and we were able to bring the counseling to a close.

Case2



Having been at the center of the team for many years, I now feel replaced by younger employees...

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Client: N in his 50s, Researcher

Background: I have worked in research for many years, but in recent years, I have increasingly been excluded from research projects on important topics. I had considered myself a central contributor to the team, but over the past six months, most of the team members have been replaced by younger staff, and there are times when I am not even invited to meetings. This has left me questioning the value of the research I have done so far, and I have lost motivation. I have also started to feel a sense of distrust toward the company, and I would like to discuss how to navigate the next few years until retirement. (Co: Counselor)

Co's Intervention:

Upon opening the session, Mr. N looked down and said, "I can't even tell my wife about this... I wonder if it's even okay to discuss it here." I first expressed my appreciation for his coming to the session and reassured him that he could speak freely about anything. He then began to describe the past several decades of being fully immersed in research and how the recent years have differed.

As I reflected back to him the loneliness and emptiness, he had been carrying on his own, he became tearful and said, "How pathetic... what was all the research I have done for?"

In response, I acknowledged his efforts, saying, "You have devoted many years as a researcher, consistently meeting the company's expectations." He then expressed his frustration, saying, "And yet, why does the company appoint younger employees with less experience instead of me?"

When I inquired further about the shift toward a younger team, he reflected, "There are few researchers in their late 30s to early 40s, so the company seems to be accelerating the growth of younger researchers. Perhaps that is why I have begun to be excluded."

I then asked, "Until now, you have contributed as a central player in the team. How do you feel about nurturing younger researchers?" He responded positively, saying, "When younger staff ask me questions about my past research or seek technical advice, I don't feel annoyed at all," showing a willingness to support the next generation. I continued, "I think your research achievements may continue to live on through the younger researchers. How do you see this?" He relaxed his expression and said, almost speaking to himself, "It's not that great, but... I suppose my research won't be wasted."

He also recalled, "Come to think of it, when I was asked to review a paper, I actually felt a sense of pride." Over the course of the sessions, he seemed to recognize that his confusion about the changing stage of his career had been manifesting as feelings of loneliness and distrust.

Toward the end, he smiled and said, "The time to hand the baton to younger researchers will inevitably come, and I feel I can find a new way to engage with the team." In the final session, he spoke warmly about his personal life, saying, "Playing with the cat I recently adopted is so much fun..." suggesting that he had discovered new sources of value and satisfaction outside of work.

When you struggle with worries on your own for a long time, negative thoughts tend to come to the forefront more easily than positive ones. Talking with friends or family can sometimes offer new perspectives, but it can also be difficult to open up to those who are close to you.

At times like these, why not consider speaking with a counselor at the Human Frontier Counseling Office? Anonymous consultations and online sessions (available on both smartphones and PCs) are also offered, so please keep this option in mind as one possible source of support.

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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