

# 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](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.

## “Irritability” and “Careless Mistakes” May Be Symptoms of Mental Health Issues

### Case 1



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**Client: Mr. B, in his 30s Occupation: office work**

**Background:** Mr. B visited an occupational physician because a coworker said to him “You don’t look well these days, are you ok?”, and he was feeling very exhausted. Although the physician recommended him to get counseling, Mr. B dismissed the suggestion, believing that he did not have any mental health issues. However, on one occasion, he lost his temper and raised his voice when a junior colleague pointed out his mistake. This incident made his supervisor worry so much as to direct him to get counseling as a work order, and Mr. B reluctantly agreed.

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

### Cl:

“I fall asleep as soon as I get into bed and have no trouble getting up in the morning. However, I feel my fatigue never fully goes away, which, I assume, is simply due to my age. My personal relationships at work are generally good, but we are short-staffed, and the workload becomes especially heavy toward the end of the fiscal year. During one such period, a junior colleague pointed out my careless mistake. That was a great shock to me. I initially brushed it off just saying, ‘Okay, okay,’ but he continued explaining. I suddenly lost my temper and said sharply, ‘I got it!’ Although I later apologized to the junior colleague, my manager became concerned and instructed me to seek help before it developed into depression. To be honest, I had believed that only sensitive persons were afflicted by depression. Having being accustomed to being yelled at in a sport team, I had thought I would be free from depression.

### Co's Intervention:

Mr. B talked smoothly about the circumstances but was somewhat guarded when it came to talk about his emotions. I reassured him saying, "What you talk about here will not be disclosed to anyone, so please feel comfortable," and proceeded with the interview at his own pace. At the end of the session, Mr. B appeared considering the matter was settled, now that he complied with a work order.

I explained that irritability and careless mistakes are sometimes considered harbingers of mental health problems and emphasized that depression does not affect only special kinds of persons. I then added, "I'm concerned about your condition, so would you be willing to come and talk with me one more time?"

### CI:

When I reported to my manager that I had got a counseling, he said, "Since this is a good opportunity, why not continue?" When I asked for his reason, he explained that he had taken a leave of absence due to mental health issues in the past and that he got concerned because he identified himself of that time with me. I also learned that the colleague, who had first expressed his concern saying, "you do not look well", had spoken to my manager about his worry on my condition.

It is a bit embarrassing, but, in retrospect, I think I was more irritable, made more mistakes, and was abrupt toward those around me when my fatigue was particularly severe. I felt that many people might have worried about me. Have I taken things for granted? Although I have no particular dissatisfaction with my current workplace or my job...

### Co's Intervention:

I expressed my appreciation for coming to the counseling again and told him, "Let's take our time and think things through together." As a reference, I asked him to complete a brief assessment sheet intended to "make one's mental state visible," the result of which indicated strong feelings of guilt and self-criticism. In response, Mr. B repeated, "I am sorry for making everyone worried about me." Some of his core values also became apparent, such as "it's not appropriate to take time off for personal reasons," "I want to be relied upon by someone," and "I want to be a good role model for my juniors."

When he asked, "At what point should someone go to the hospital?" I replied, "it is one of the good timings when such question arises in mind."

### CI:

Since the last session, I went to the hospital. The doctor suggested, "Why don't you take a leave off at least for a week?" With the end-of-fiscal-year rush behind me, I decided to take the plunge and took two weeks off. In my tenure with the company of more than ten years, it was the first time to take such a long break, and it felt like a significant challenge. Following my manager's direction, I handed in my work smartphone and PC. I was also banned to any work-related communication except in emergencies. At first, I found it hard to relax, but eventually I let it go and went on a trip.

The doctor prescribed medication to take as needed when my irritability became intense, but I haven't used it yet. I carry it with me more as an amulet. My physical condition has improved considerably, but I feel the problems have not been fully resolved. Would it be all right if I talk about myself a bit more?

### Co's Intervention:

I affirmed and supported his decision to seek medical care and to take a leave of absence. I once again reminded him, "This is a place where you can speak freely." He shared that while being satisfied with his current job, he had had a long-standing, vague sense of uneasiness, wondering, "Is it really okay to keep going like this?" He explained that that a highly capable junior colleague had been assigned to his department last year intensified his anxiety about the future. He said that he could not forget the moment when he jokingly said, "I may be one of his subordinates someday," a senior colleague replied, "Yeah, that's possible." Since then, thoughts of changing jobs had occasionally crossed his mind. I praised his courage to have given a voice to the matter that he must have felt very difficult to express and suggested that we continue to use our future sessions as a space to explore how he may approach to his frustration and anxiety. He agreed to my suggestion.

After that, he continued counseling at intervals of one to three months. Over time, it became apparent that he had long held values such as, "I should be strong and invigorating," "I shouldn't show weakness," and "I should always be forward-looking." I reflected, "These values have helped you get by until now, but it might be worth reconsidering them a little."

At present, Mr. B says that he wants to "rebuild himself." He is studying for a professional qualification exam while also preparing for a transfer through the company's internal job-posting system. Although the highly capable junior colleague was promoted ahead of him, Mr. B said, "It's not that I don't feel frustration or jealousy at all, but I am who I am."

He smiled as he said, "These days, I actively use my paid leave, continue doing self-checks, and I have become able to catch the signs when I'm overexerting myself." With this, the counseling concluded.

"Mental health problems" can affect anyone. Irritability or careless mistakes may indicate excessive stress. If you notice that something feels "off" or "unusual," we encourage you to seek consultation or medical care promptly. Support from managers and supervisors also plays an important role. If you feel that "something seems wrong," we hope you will reach out to us.

# 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.

- |  |  |
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| 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](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](#)