

Mar,2026

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.

Case 1



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Mr. C, who struggles to speak up at work

Client: Mr. C in his 20s, works for an administrative department

Background: I am getting on-the-job training from a senior colleague, my mentor. As he is always very busy, I feel hesitant to ask questions. He does answer to my questions when asked, but sometimes he looks annoyed, and occasionally his attitude is felt unreasonable. Lately, I feel it harder to approach him, and my work is getting delayed. I would like to talk about how I should handle this situation going forward.

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

<Initial Phase of Face-to-face Consultation>

Cl: "My mentor is the leader of a team of four members. As he has many years of experience, he is very knowledgeable about the work. Since I joined only six months ago and am still learning, I often take notes to avoid asking questions about what I am told once."

"One day, the other three team members discussed changes in work procedures while I happened to be away from the work. Because I had not heard about the changes, I was following the previous procedures. Later, the mentor asked me in a strong tone, 'Why do you not follow the new procedures?' I could only apologize, and I felt very upset afterward. The mentor often speaks as if he thinks he is always right."

Co's Intervention: I began by acknowledging Mr. C's effort in coming to the session and asked him to talk in detail about his relations with the mentor. As he talked about his experiences, it became clear that there had been many occasions when the mentor's attitude toward Mr. C could be considered unreasonable. I praised that he had made efforts to endure such circumstance for the past six months, and I asked him how he had managed to keep interacting with the mentor.

<Middle and Final Phases of Face-to-face Consultation>

CI: "It is quite easy to read the emotional mood of the mentor. I ask questions or seek guidance when he seems in a good mood. However, as the workload has increased recently, he is irritated and in bad mood quite often. Therefore, I feel more reluctant to ask questions nowadays."

"I have inclined to avoid conflict with others since I was young. In many cases I avoided conflicts by making an apology considering that if it were to smooth out the difficulty, it would do. On the other hand, I cannot accept it when I am blamed for something that is not to my fault, and I also wish I could communicate my point of view."

Co's Intervention: You ask questions only when the mentor appears in a good mood. You are very observant. It is entirely understandable that you feel unfair about the mentor's blaming attitude when you have done nothing wrong. I know you must have made enormous efforts to cope with such situations. What kinds of thoughts or feelings occur to you when you just take it and endure?"

CI: "I feel frustrated when I cannot talk back, and feel an urge to voice my own view loudly, like, 'I didn't know because you didn't share the information with me. Try to put yourself in my shoes for a moment.' I also feel disappointed in myself for not being able to talk these thoughts aloud."

Co's Intervention: When I asked Mr. C how his mentor would react if he expressed his thoughts exactly as he had just said, he replied, "I think he would respond even more aggressively."

I explained: When someone treats us unreasonably, feelings of anger flare up in the moment. If we speak while being caught in that emotional surge, our words can easily take on a blaming tone. Even if the content of the message is valid, the other person may find it difficult to accept when it is delivered that way. In such occasion, "I-statements" is effective in communicating your thought and feelings. Like, "I didn't know about the change, so I wasn't able to follow the updated procedure. It would really help me if you could let me know when something is revised." Whether the mentor chooses to change his behavior afterward is ultimately up to him, but speaking in this manner allows you to communicate your point without keeping the frustration in your mind. It is also important to focus on stating the facts when using the communication style.

Mr. C showed interest in the use of "I-statements," and over the course of several sessions, we practiced how he would respond to unreasonable situations using this approach. At one point, he actually expressed himself in this way in another unreasonable episode. The mentor seemed surprised and responded, "I see... I can be a bit rough around the edges, and I may not have noticed how you were feeling. I'm sorry about that."

Learning this different side of the mentor lowered the psychological barrier for asking help from him. He said he would like to manage the situations by applying this communication style forward, and the counseling session was concluded.

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

* 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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