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Counseling Case Example




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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 to Friday: 10:00-20:00

Saturday: 10:00-18:00

 E-mail :
sodan@wellness-sodan.com

※We will respond within two business days of receiving your message.

*In case you would like to learn more about our counseling services before making initial contact, we have provided a typical case example below to give you a glimpse into our consultation process. The following case is fictional, but is loosely based on several real cases. The client's identity has been intentionally disguised.

Case 1



Lately, I've been lacking in confidence...

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Client: M in her 40s, Office administrator

Background: About six months ago, Ms. M was transferred to a different position, and her job responsibilities changed drastically. She had believed that being “cheerful and self-assured” was her strength, but recently she has been feeling easily fatigued and has lost confidence in herself, finding it hard to speak decisively about anything. She feels that “her own value is declining” and came in for counseling to sort out her current situation.

(Co: Counselor)

Co's Intervention:

I listened carefully and empathetically to Ms. M's feelings of self-blame and anxiety. As I asked about her job responsibilities, it became clear that her role was not limited to simple administrative tasks, but required coordination with multiple parties, making it highly energy-intensive.

When I said, “At a time when just learning a new job is already challenging, it is only natural to feel drained when you're also expected to be so attentive to so many different parties,” Ms. M responded with tears, saying, “I can't live up to others' expectations...” While acknowledging her lack of confidence, we then looked back over the events before and after her transfer and wrote them down together.

Co's Intervention:

When we organized the situation, it became clear that in the six months surrounding her transfer, multiple significant burdens had overlapped—not only the handover just before the transfer and providing support to her former department after the transfer, but also major personal challenges such as a family member's hospitalization and her bone fracture. Ms. M expressed surprise, saying, “Even though it's about myself, I hadn't realized how much had been piling up.”

From the Co's side, I explained that when life changes are concentrated within a short period, adapting to them requires a great deal of energy, and anyone can become exhausted and unable to feel like their usual self. I emphasized that her lack of confidence was not due to a "lack of effort," but rather to "depleted energy." Ms. M showed a look of relief, and we worked together to identify specific self-care strategies, prioritizing "restoring her energy" as the most important goal. Afterward, I received a report that she had regained her natural vitality and is now working energetically again.

Case2



Recently, I have been making more mistakes and can't seem to carry out my work effectively...

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Client: Y in his 30s, Sales representative

Background: About a year ago, Mr. Y changed jobs, and in his personal life he got married six months ago and purchased a new home. His life appeared to be in a very favorable situation. However, recently he has been making more simple mistakes at work and has begun to struggle with decreased concentration and middle-of-the-night awakenings. Feeling anxious and wondering, "What's happening to me?", he came in seeking professional advice. (Co: Counselor)

Co's Intervention :

As I listened, he spoke about the sense of fulfillment from his new job and the joy of his new life, but at the same time, his workload had increased with more business trips and overtime. In particular, over the past six months, he had been so busy with marriage- and moving-related tasks even on his days off that he had hardly had any time to rest.

From the Co's side, I explained, "When major life milestones such as changing jobs, getting married, and moving happen within a short period, even those positive events can consume a great deal of mental and physical energy while you are not aware of it."

Mr. Y expressed surprise, saying, "Even though everything has been positive, can it still become a source of stress?" In response, I explained his situation in an easy-to-understand way: "In trying to adapt to all these changes in your environment, both your mind and body may have been running at full capacity, leaving you in a state similar to a drained battery."

Mr. Y had believed that "if nothing unpleasant is happening, it's not stress," but he remarked, "Maybe I've been pushing myself too hard this past year..." appearing somewhat relieved.

I acknowledged his decision to seek help early upon noticing signs of difficulty, and together we considered ways to ensure he could first and foremost "take sufficient time to rest both mentally and physically." We discussed concrete methods for rest, and he concluded the session with a more positive outlook.

When you are in the midst of major life changes, you are often so focused on what is right in front of you that it can be difficult to notice the burden on yourself. Even when these are "happy events" such as marriage, a promotion, or a job change, both your mind and body are working at full capacity as you try to adjust to a new environment.

As a result, it is a natural reaction for anyone to experience unexpected fatigue or physical and emotional discomfort once things begin to settle down. If you ever find yourself wondering, “Is this something I should really consult about?”, that is precisely the time for mental self-care. Rather than carrying everything on your own, please feel free to reach out for support.

How to Use Our Service

Type 1: Email Counseling

Please email us the following information (items ① and ②) along with a brief description of your primary concerns. You may also submit your request through our website.

Type 2: In- person and Online Counseling

Please make an appointment by phone or email.

Type 3 Telephone Counseling

If all counselors are currently engaged, a counselor will contact you at the earliest possible opportunity.

Please provide the following information when making an appointment.

- ① Name (anonymity is acceptable)
- ② Company name or registration number
- ③ Brief description of your concern
- ④ Preferred date and time for the session

- ⑤ Preferred type of session
 - In-person (Tokyo/Osaka counseling office or another mutually agreed location)
 - Online (via Microsoft Teams)

※The type of counseling available may vary depending on your contract.

TEL: 0120-783-744

Monday to Friday: 10:00 – 20:00

Saturday: 10:00 – 18:00 * Excluding holidays

Mail: sodan@wellness-sodan.com

* If you have any questions, please feel free to contact us.



Your consultation details and personal information will not be shared with your company under any circumstances, ensuring strict confidentiality. Please feel free to use our services with confidence. We handle personal information in accordance with our Privacy Policy, which is available at the URL below.

URL : [MBK Wellness 株式会社](https://www.mbkwellness.com)