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Counseling Case Example



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MBK Wellness CO., Ltd.

MBK Wellness Counseling Service
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Schedule a Counseling Appointment

 **0120-783-744**

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.

Dear Employees,

We offer psychological counseling in person, online, by telephone, and via email. Please feel free to call us at our toll-free number, 0120-783-744, to make an appointment. This number can be reached from mobile phones.

We hope that our counseling services will contribute, even in a small way, to your well-being and effectiveness at work.

* If you would like to learn more about our counseling services before contacting us, we have provided a case example below to give you an idea of what counseling may look like. The following case is fictional but is loosely based on several real cases.

The client's identity has been intentionally disguised to protect confidentiality.

Case1



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Exploring the Kind of Person I Want to Be After Retirement

Client: Ms. R, in her 50s
Occupation: Customer Service Professional

Background Before the First Session

Ms. R was approaching the company's mandatory retirement age of 60. She had the option of continuing in the same position through the company's re-employment program until age 65. However, doing so would involve a lower salary and the loss of her managerial position.

For more than 35 years, she had found great fulfillment in her work. Recently, however, she had begun noticing that both physical and mental fatigue lingered much longer after work than before.

When she considered whether there might be a way of working that would place less strain on her physical and mental well-being, she realized that she had no particular qualifications. Looking back, she regretted that she had spent her life without giving much thought to her life after retirement.

As the prospect of caring for her aging parents became increasingly realistic, she sought counseling to explore how she could continue working— and living— in a way that felt true to herself.

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

Cl:

Since joining the company, Ms. R had devoted herself to her job as a customer service professional for more than 35 years. As she approached retirement, she had been experiencing increasing fatigue after work. At the same time, she felt that she would be expected to continue working at the same pace even after retirement, which had led to growing anxiety about her future.

Co’s Intervention:

The counselor listened empathetically to Ms. R’s concerns about working after retirement and her worries about declining performance.

The counselor also acknowledged her many years of dedicated service. To help her clarify her future direction, the counselor encouraged her to reflect on the following aspects:

- 1. What has been most important to you throughout your career, and what would you like to continue valuing in the future?
- 2. What new things would you like to pursue from this point onward?
- 3. Which aspects of your previous ways of working or thinking do you feel ready to let go of?

Ms. R reflected as follows:

“Throughout my career, I have always prioritized the customer's perspective. From now on, I'd also like to place more importance on my own needs and perspective.”

“In the future, I would like to pursue interests and activities outside of work—things I have always wanted to try but never had the opportunity to do.”

“I had assumed that I would continue working full-time after retirement. However, with the possibility of caring for my parents in mind, I would like to consider more flexible work arrangements, such as working 80% or 60% of full-time hours, so that I can have greater freedom in how I use my time and energy.”

After confirming together that she did not have any major financial concerns, they also discussed the importance of preparing for future caregiving responsibilities without trying to shoulder everything alone, including making use of available public and community support services.

The session became an opportunity for Ms. R to clarify the kind of person she wanted to be after retirement, while considering a healthy work-life balance and exploring a way of working that would allow her to take better care of herself.

Case2



Struggling to Stay Motivated at Work Before Retirement

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Client: Mr. S, in his 50s,
Occupation: Technical Specialist

Background Before the First Session

Mr. S had worked as a technical specialist in his company’s systems division for more than 30 years. Throughout his career, he had achieved solid results while taking on responsibilities proactively, handling important assignments and mentoring junior colleagues.

However, despite his efforts, his annual performance evaluation did not improve. After receiving the evaluation from a younger supervisor, he began wondering whether his contributions behind the scenes were not being recognized. As a result, he gradually lost motivation and even considered pursuing a different career. At the same time, he had no experience in other fields and felt uncertain about doing so.

Unsure of what would motivate him during the remainder of his career with the company, he sought counseling.

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

CI:

Because his annual performance evaluation had not improved, Mr. S felt that his work had not been recognized. As a result, he began to think that others did not value his contributions or view him as an important member of the organization. His motivation to work had declined, and with retirement approaching, he also felt uncertain about how he wanted to work in the future, which appeared to be causing him considerable anxiety.

Co's Intervention:

To help Mr. S clarify and better understand his work motivation, the counselor invited him to reflect on the following perspectives:

1. His current thoughts and feelings about work (Present)
2. His thoughts throughout his working life so far (Past)
3. His thoughts regarding the way he wants to work going forward (Future)

The counselor first listened carefully and empathetically to Mr. S's current feelings in which he described a decline in motivation toward work and even a sense of distress.

As he reflected on his career, he realized that although the recent evaluation had left him feeling unrecognized and undervalued, he came to realize what truly motivated him. He shared,

"I realized that what had truly motivated me throughout my career is not performance evaluations but knowing that my work has helped other people."

For Mr. S, who had been feeling that he was constantly being assigned only demanding responsibilities, the counselor shared the following perspective:

"Perhaps the reason you have been entrusted with such significant responsibilities is that your colleagues feel they can rely on you."

Upon hearing this, Mr. S paused for a moment, as though he were seeing his situation from a new perspective.

Recognizing Mr. S's desire to remain professionally active after retirement—even to the extent that he was considering an entirely new career—the counselor encouraged him to explore his future career vision: what he would like to do and what he feels he might be able to do going forward.

Mr. S shared that, in addition to his extensive experience in his specialist role, he also had practical knowledge in the field of finance, an area he has been interested in for some time, and that he was even considering obtaining related qualifications.

He also spoke enthusiastically about the possibility that he could support younger employees' development by passing on his technical expertise while also offering guidance on financial planning.

By the end of the session, both counselor and client were able to reaffirm together that what truly motivated Mr. S was not performance ratings themselves, but the opportunity to contribute to others and support the development of people within the organization. This realization helped him rediscover a renewed sense of purpose for the years ahead.

As people are expected to remain in the workforce longer than ever before, many people face anxieties about their post-retirement careers, such as whether there will be suitable job opportunities, what level of work and compensation they can expect, and what kinds of options will be available after retirement.

By reflecting on what one wants to do, what one is capable of doing, and the values one wishes to uphold—such as helping others and continuing to learn, people may discover a renewed sense of purpose and fulfillment for the future. This process, in turn, can help them enjoy each day more fully and continue living meaningful and fulfilling lives after retirement.

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 as soon as possible.

Please provide the following information when making an appointment.

- | | |
|---|--|
| <ul style="list-style-type: none">① Name (you may remain anonymous)② Company name or registration number③ Brief description of your concern④ Preferred date and time for the session | <ul style="list-style-type: none">⑤ Preferred type of session<ul style="list-style-type: none">☐ In-person (Tokyo/Osaka counseling office or another mutually agreed-upon location)☐ Online (via Microsoft Teams)* The type of counseling available may vary depending on your contract. |
|---|--|

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

Mail: sodan@wellness-sodan.com

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

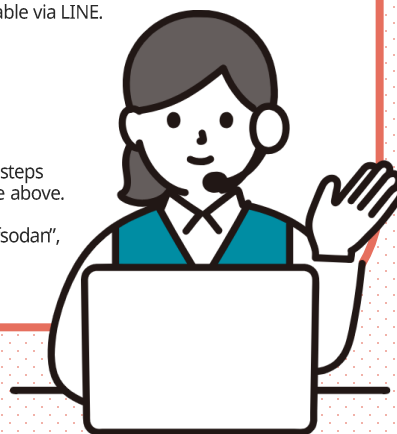
You can also schedule a counseling appointment through the LINE app.

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OR
■Tap "Add Friends" → "Search" → choose "ID", enter our LINE ID "@hfsodan", and tap "Search" and add it on LINE.

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