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Counseling Case Example



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MBK Wellness CO., Ltd.

MBK Wellness Counseling Service
(formerly Human Frontier Counseling Center)

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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.

Case



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Why Doesn't Anyone Notice My Efforts?

Client: Mr. E, in his 30s

Occupation: Sales Department Employee

Background Before the First Session

Mr. E had been regarded as a conscientious and responsible employee. As a mid-career staff member, he was also entrusted with mentoring junior employees. However, he had recently begun to lose motivation for work and was finding it increasingly difficult to go to work. Concerned about these changes, he decided to seek counseling.

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

Cl:

During the first session, Mr. E said, "I feel that my efforts are not being recognized by my supervisor, no matter how hard I work." His department has recently been given higher performance targets, and his workload has increased significantly. While supporting junior colleagues and attending to customers, he continued working long hours. However, during meetings with his supervisor, he felt that only areas for improvement were discussed.

He commented, "I feel I need to work even harder, but..." As he spoke, he appeared visibly exhausted.

Co's Intervention:

The counselor first validated Mr. E's dedication and the distress of feeling unappreciated despite his efforts. Together, they reviewed his current workload and physical and psychological condition.

Mr. E reported that he had been sleeping less than before and often found himself thinking about work even on his days off. He also felt strongly that delegating tasks to others would inconvenience his colleagues, making it difficult for him to ask for help.

Over several sessions, a characteristic pattern in his thinking became apparent. He held strong beliefs such as, "I must not fail" and "I must continue meeting others' expectations." Although his supervisor had acknowledged his achievements on various occasions, Mr. E tended to focus exclusively on criticism and overlooked positive feedback.

To help him examine his thinking more objectively, the counselor worked with him to distinguish between facts and interpretations.

For example, the facts were that his supervisor had praised his handling of customer issues and had also suggested improvements for document preparation. However, Mr. E interpreted the feedback as, "If improvements are needed, it means I am not being appreciated."

As he examined these situations more closely, he realized that both positive recognition and constructive feedback had been present. He had simply been paying attention to the latter.

The counselor also explored Mr. E's belief that "anything less than perfection is unacceptable." He consistently set extremely high standards for himself, and those standards had become a source of considerable pressure. Eventually, Mr. E reflected:

"I always believed that if I worked harder, I would eventually be recognized. Looking back, perhaps I was already being recognized, but I wasn't able to accept it."

This realization became a significant turning point. Afterward, he began reviewing his priorities at work, delegating appropriate tasks to junior staff, and discussing expectations more openly with his supervisor. He also started a daily practice of writing down three things he had accomplished each day, rather than focusing only on what remained unfinished.

Several months later, he reported:

"Previously, whenever I received criticism, I felt completely rejected. Now I can see feedback as advice for improvement. I've also been able to adjust my workload somewhat, and I no longer carry the same level of exhaustion."

Although the pressures of work did not disappear entirely, becoming aware of his own thinking patterns and learning not to place excessive demands on himself greatly reduced his emotional burden. Because he had gained confidence in his ability to cope with future challenges on his own, his counseling was successfully concluded.

When employees are highly responsible and conscientious, they are often the ones most likely to place excessive pressure on themselves. As a result, they may focus more on what is lacking than on their accomplishments or the recognition they receive from others.

Counseling is not simply about solving problems. It also provides an opportunity to better understand how we perceive situations and to discover alternative ways of viewing them. By becoming aware of our thinking patterns and stress responses, we may find that the burden we experience becomes lighter—even when the circumstances themselves have not changed.

If you have concerns about work, relationships, stress, or any other aspect of your well-being, the MBK wellness Counseling Center is here to support you. Please feel free to reach out whenever you need assistance.

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

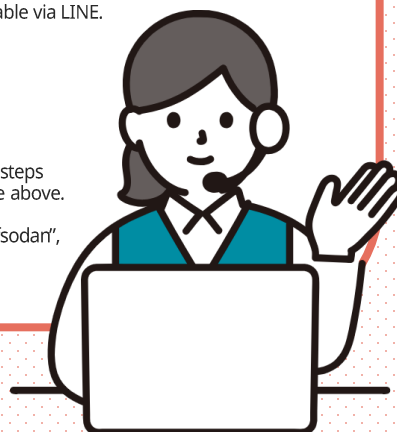
You can also schedule a counseling appointment through the LINE app.

*For appointment scheduling only. Counseling services are not available via LINE.



To add our LINE account, open the LINE app and follow either of the steps below: ■Tap "Add Friends" → tap the "QR code" and scan the QR code above.
OR
■Tap "Add Friends" → "Search" → choose "ID", enter our LINE ID "@hfsodan", and tap "Search" and add it on LINE.

*QR Code is a registered trademark of DENSO WAVE INCORPORATED



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