



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

BMHP4021 – Counselling, Communication and the Therapeutic Relationship

Student Name: Sydney Lee

Student Number: 2511106

Instructions to Students

You have 45 minutes to complete this paper.

Write clearly and concisely.

Answer all questions in the spaces provided.

Marks will be awarded for understanding, clarity, and application of counselling theory and skills.

If you include literature to support your answers, provide the citation within your response and list the full reference at the end of the paper on the page provided.

3. Write out a counsellor's paraphrasing response to this client statement:

Client: "I feel like no matter what I do, my boss always finds fault. It's exhausting trying to please her."

It sounds like you're feeling exhausted trying to
keep up with your boss' expectations.

Section B – Summarising

1. When is summarising most appropriately used?

(Multiple Choice – circle one correct answer)

- A. Only at the end of the final session
- B. After silence
- ☒ C. At key transition points
- D. Whenever unsure what to say

2. Explain two differences between paraphrasing and summarising counselling skills:

(Write around 2–4 sentences and include a citation)

Paraphrasing is the act of repeating key feelings

and thoughts back to the client (Seehausen, 2012).

This lets the therapist pick out key points to then

further discuss. Summarizing takes everything

discussed at reiterates it at key points of the session.

(Aseem, 2022). Though this mainly occurs at the

end of a session to recap what's been discussed

and any plans of action moving forward.

3. Write out a summarising statement that includes the following client themes:

Isolation, low confidence, anxious feelings, and difficulty meeting people.

Summarizing our session, we've talked about some of the challenges you're facing with isolation and loneliness. We've also discussed how this is making you feel quite anxious and how that anxiety can make it difficult to meet and engage with new people. We've briefly talked about how struggling to make friends can feel like a blow to your confidence and how for the next session, we'll talk about how trying to go to one social event has helped with this.

Section C – Questioning Techniques

1. Which question encourages exploration?

(Multiple Choice – circle one correct answer)

- A. Closed
- B. Leading
- ☒ C. Open
- D. Multiple

2. Describe the difference between a closed and open-ended question used in counselling.

(Write around 2–4 sentences and include a citation)

A closed ended question is something that can be answered quite simply, usually via yes/no or a few words. Open questioning requires more in-depth thinking and exploration to answer. These can be used to have clients think and explore their conflict / problem more deeply (Williams, 2023).

3. Write a clarifying question to help the counsellor strengthen understanding of the client's statement:

"I've just had enough of everything; I don't even know what I want anymore."

When you say everything, can you give me an
example of one thing you're struggling with?

Section D - Attending Skills

1. Write out what SOLER stands for:

S it squarely

O pen posture

L ean in

E ye contact

R elax

2. Describe which small verbal rewards counsellors use when listening to clients and their key purpose.

(Write around 2-4 sentences and include a citation)

Small verbal rewards counsellors use can be

acknowledging encouragers like "mmhm" and

"I see". These let the client know they're listening

and encourage them to keep going (Tennant et al., 2023).

Section E – Reflecting Feelings

1. Reflection in counselling primarily aims to:

(Multiple Choice – circle one correct answer)

- A. Advise the client on what to do next
- B. Repeat the client's exact words
- ☒ C. Show understanding by repeating back to the client's feelings
- D. Interpret the client's unconscious motives

2. Which of the following best represents a reflection of feeling?

(Multiple Choice – circle one correct answer)

- ☒ A. "It sounds like you're angry because your friend ignored you."
- B. "Why did your friend ignore you?"
- C. "Your friend ignored you."
- D. "That's not a big deal if someone ignores you."

3. Which of the following is not an example of a feeling word?

(Multiple Choice – circle one correct answer)

- A. Sad
- B. Confused
- C. Comfortable
- ☒ D. Explaining

4. Explain why using reflection is important in building a therapeutic relationship.

(Write around 2-4 sentences and include a citation)

Reflection is an important skill when building a therapeutic relationship because it highlights empathy and shows understanding for how the client is feeling (Mösler et al., 2022). This skill also can allow patients to express / acknowledge their feelings further or clarify how they feel if they don't feel the exact way their therapist reflects back.

5. Write out a reflection response to the following statement:

"When my manager criticises me, I just freeze. I can't even speak."

"It sounds like you're feeling attacked when
your manager critiques you."

6. Draw a line connecting each client statement to the corresponding feeling word.

Client Statements	Feeling Words
"I can't stop crying since it happened."	A. Angry
"I finally stood up for myself."	B. Relieved
"I don't see the point in trying anymore."	C. Sad
"I've been sleeping better since we talked."	D. Proud

7. List three benefits to health care workers using person-centered counselling skills. (include a citation)

Three benefits to healthcare workers using person centered counselling skills is that they're better able to address patient needs, can demonstrate higher levels of empathy towards patients, and can build stronger more meaningful relationships with patients.

8. List two barriers that may affect a health care worker using unconditionally positive regard towards patients.

Two barriers that may affect a health care worker using UPR towards patients is their own external thoughts and biases and it may be more difficult to adequately address patients needs.

End of Paper

Reference List

Aseem, S., Suresh, T., Peregrine, S., Lord, S. and Chakraborty, T. (2022). *Counselling Summarization using Mental Health Knowledge Utterance Filtering*. Available at:

Möster, T., Poppek, S., Leonard, C. and Collet, W. (2022). *Reflective Skills, empathy, wellbeing, and resilience in cognitive-behavior therapy trainees participating in mindfulness-based self-practice and self-reflection*. Available at:

Seehausen, M., Kазzer, P., Bajbouj, M. and Prehn, K. (2012). *Effects of empathetic paraphrasing - extrinsic emotion regulation in social conflict*. Available at:

Tennant, K., Long, A. and Toney-Butler, T. (2023) *Active Listening*. Available at:

Williams, E. (2023) *The use of questions in psychotherapy: A review of research on immediate outcomes*. Available at: