



Prifysgol Cymru

Y Drindod Dewi Sant

University of Wales

Trinity Saint David

BMHP4021 – Counselling, Communication and the Therapeutic Relationship

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Instructions to Students

You will observe a recorded role play twice.

- **During the first viewing, make notes and observe carefully.**
- **During the second viewing, you may begin writing your responses.**

You have 30 minutes to complete this paper after the second viewing.

Answer all questions in the spaces provided.

Write clearly and legibly. Use the additional pages provided if required.

Marks will be awarded for clear understanding, application of counselling theory, and the ability to link observation to counselling process skills.

1. How has the counsellor demonstrated attending skills, both verbal and non-verbal, within the role play?

During the roleplay session the counsellor remained good eye contact with the client and had open body language this shows interest. Counsellor also used verbal encouragers such as "Mhm" "OK" and "tell me more" this allowed the client feel heard and listened to.

2. Identify three counselling skills demonstrated within the role play.

~~Counse~~ one counselling skill used was the use of para-phrasing. A second one was summarising skills and a third one used was verbal encouragers.

3. How does the client respond when the counsellor reflects empathy?

The client seemed quite more comfortable and listened to when empathy was reflected. She was able to express deeper feelings and provide more detail.

4. Name two feelings that the counsellor reflects back.

The counsellor expressed how the client feels overwhelmed with the diagnosis and trying to make change. The counsellor also reflected on how the client was feeling frustrated to give things in her life up.

5. How did the use of the open question change the focus for the client?

The question "What else would you like to change?" this changed the clients focus from her concern about food to talking about exercise and the gym and their feelings around that.

6. What clarifying question did the counsellor use to help the client identify which foods she was struggling to change?

"Do you feel frustrated with this change?", the client was able to identify what is difficult during this change such as giving up chocolate and wine and not getting a pastry before starting work everyday.

7. What probing question was used?

"What is one step you would like to make this week?" This allowed the client to think about different baby steps they could make to help with the feeling of being overwhelmed.

8. What impact did the counsellor's Socratic question have upon the client's unhelpful beliefs?

The client believed her diabetes was going to be the same as her father's. The counselor asked "What evidence do you have that shows that will happen?" This helped the client feel more in control and realise that it won't be the same outcome.

9. What did the summarising skill do in the role play session?

The client^{shared their} felt more understood and I could see that the client felt this way as she explained her feelings more deeply and she felt hopeful after the session was finished.

10. Write a paragraph evaluating the effectiveness of using person-centred counselling skills and a variety of questioning skills with the patient in this session. (Continue on next page if necessary).

Using person-centred counselling skills in this role-play allowed the client feel heard and comfortable with the counsellor. The counsellor asked the client "what is one step you would like to make this week?" This helps the client have a sense of autonomy and control over

their diagnosis and do what they feel comfortable with. The counselor also asked how the client was feeling and didn't make assumptions on how they think she should feel about the new diagnosis. Over all person centered skills allows the client to feel seen and heard. Also develops a better relationship with them and the practitioner.

End of Paper