



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 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.

Section A – Paraphrasing

1. Which of the following best describes paraphrasing in a counselling context?

(Multiple Choice – circle one correct answer)

- ☒ A. Repeating the client's exact words to show attentiveness
- ☐ B. Offering an interpretation of the client's unconscious feelings
- ☐ C. Restating the client's message in your own words to show understanding
- ☐ D. Summarising the whole session at the end

2. Explain the main purpose of paraphrasing in the counselling relationship

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

Shows that you understand the client
I Understand that you..
please refer to reference 4 in
Referencing list.

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."

I understand that your feeling
exhausted due to this

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 an understanding and

Summarising is tying everything together

please refer to reference 5 in my reference list.

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

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

So today we have discussed
feelings of low Confidence, Anxious
feelings, you feel Isolated and the
difficulty in meeting new people
would you say this is correct?

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 question is a yes or no response and an open-ended is allowing room for client to speak.

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."

So what your saying is that you have
had enough of everything and that
you do not know what you want
is this correct?

Section D – Attending Skills

1. Write out what SOLER stands for:

S _____

O bservation

L eaning in

E _____

R eflection

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)

I understand that

It sounds like

Communication ~~and~~ and Interviewing skills for practice
in Social work, Counselling and the health professions
E Book | Higham, P. E., PE Higham 1939 - author,
London; New York, New York.; London; New York,
New York: Routledge, [2020]. Total pages 1 Online
resource (215 pages). Other versions

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)

Using reflection Shows that you understand what the client has said makes the client feel heard and understood.

Communicating in nursing and healthcare: a guide for compassionate practice E-Book | Gault, Iris, Shapcott, Jean,; Luthi, Armin,; Reid, Graeme,, London :, SAGE publications Ltd, 2017., Total pages 1 online resource (x, 182 pages)

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

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

So what your saying is when your
manager criticises you, you just freeze
and cant speak is this correct?

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)

Benefits include being listened to
Being understood and not being
Judged.

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

Agression
Behaviours.

End of Paper

Reference List

- ① An Introduction to counselling and psychotherapy: from theory to practice Book | Reeves, Andrew, Andrew Reeves (Counsellor) author, 2nd edition., London.; SAGE, 2018., Total pages xxv, 500 pages; other versions
- ② Communication and Interviewing skills for practice in Social work, counselling and the health professions E-Book | Higham, P.E., PE Higham 1939- Author, London; New York, New York.; London; New York, New York; Routledge, [2020]. Total pages / Online resource (215 pages).
- ③ An Introduction to counselling and psychotherapy: theory, research, practice, and social purpose E-Book | McLeod, John., John McLeod 1951- author, Seventh edition., Maidenhead.; open University press / McGraw, ~~Maidenhead~~.- Hill, 2025., Total pages xxv, 712 pages;
- ④ Communication in nursing and healthcare: a guide for compassionate practice E-Book | Gault, Iris., Shapcott, Jean.; Luthi, Amin.; Reid, Graeme., London.; SAGE Publications Ltd, 2017., Total pages / online resource (x, 182 pages)
- ⑤ Counselling and Communication skills for medical and health practitioners Book | Bayne, Rowan.; Nicolson, Paula.; Horton, Ian.; Leicester.; British Psychological Society, 1998., Total pages xiv, 226p;