



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 demonstrated non verbal skills by having ~~an~~ open body language. The counsellor didn't keep eye contact throughout the whole roleplay or show closed body language. The counsellor also showed verbal encouragements like "mhm", "yeah" and "absolutely". These are important as it showed the Service user the Counsellor was listening and understood her which allowed her to open up more.

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

During the roleplay the Counsellor demonstrated active listening by recalling what the ~~patient~~ Service user was saying and staying silent to allow the service user to speak freely. The Counsellor also showed paraphrasing by putting in their own words what the Service user was say. ~~Also~~ Also the counsellor showed questioning skills. The counsellor was consistently asking questions about what the service user was talking about. As a result this allowed the counsellor to create a better understanding.

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

The client said towards the end that they now feel hopeful. I feel the client saw the empathy and knew she was in a none-judgement ~~zone~~ zone which allowed the ~~pr~~ client to keep going and as a result it created results for the client. This counselling session gave the client hope and happiness

4. Name two feelings that the counsellor reflects back.

The counsellor reflected ~~with~~ with a question saying "grewing greaving the life you had before". This allowed the ~~pr~~ service user to talk about ^{grewing} ~~missng~~ their old life. The counsellor also reflected on anxiety by saying "what part of your diagnosis feels worse".

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

Open ended questions allowed for the service user to explain in further detail information ~~shown~~ the counsellor needed to fully understand. The open ended questions about her father. The ~~were about the client~~ counsellor asked "what evidence do you have" in relation to the service user ending up like her father.

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

The counsellor used questions like "what choices can you make to improve your diet". The service user said something along the lines of "not grabbing coffee and a pastry every morning" which shows the service user was struggling with breakfast. The counsellor also asked about her growing the old life she had and she talked about having chocolate every evening.

7. What probing question was used?

The counsellor asked the Service user
"What's one small step you could do this
week". This allowed the Service user to come
up with a goal for the week.

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

^{something along the lines}
The counsellor said ↓ "What evidence do you
have to show your going to end up like your
father which made the Service user stop and
think about the fact she had no evidence.

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

During this roleplay summarising allowed for the counsellor to repeat a summary of what she gathered throughout the session to give the opportunity for the service user to add anything.

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).

During this roleplay person-centred skills were used. It is important for counsellors to do this for multiple reasons as it allows for the counsellors and the service users to reflect back on the things they spoke about. This gives the service users the opportunity to bring up anything else or correct the counsellor for having any miss information. Another reason this is

Important as during these counselling sessions the focus should be on the service user. Person centred questions allows for the focus to stay on the service user to gain more information. Another reason this was effective is it allowed for the service user to come up with a small goal for the week which over time will help the service user progress positively and realise what the service user ~~is~~ isn't doing to manage their diabetes.

End of Paper