



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)

Paraphrasing is mainly used for a counsellor
to ensure they are understanding what the
client is saying, by repeating what has been
said to them in their own words

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."

"So what you're saying is that you feel
like your boss ~~is~~ always has something to
say, no matter what you do. And that feeling
of trying to please her is exhausting"

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 a skill where the counsellor repeats the information ^{they} ~~has~~ have been given back to the client in ^{summarising} their own words. ~~summar~~

on the other hand, is a skill ~~that~~ where ^{briefly} the counsellor ~~briefly~~ goes over everything they've been told, repeating it back to the client for confirmation that everything they have repeated is correct

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

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

"Just to make sure ^I ~~you~~ have the right idea,
You feel like you are suffering from isolation,
you feel like you have low confidence, you
get these anxious feelings and are having
difficulty
~~to~~ Meeting People. Did I get that
right?"

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 often quite simple
to answer. It can be answered by a simple
yes, or no. An open question on the other
hand ^{makes} ~~the~~ ~~the~~ the client think before
answering. The question requires a more detailed
answer than just yes or no

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."

"Just to clarify, when you say you've had
enough of everything, ^{What} ~~what~~ do you mean
by everything?"

Section D – Attending Skills

1. Write out what SOLER stands for:

S _____

O _____

L _____

E _____

R _____

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)

Counsellors tend to use verbal rewards such as

"mm" or "Mhm" or even ones such as

"I see" "Okay" "I understand" These

small verbal rewards make the client feel heard

and make them feel comfortable enough to keep

talking

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 to use because
it allows the counsellor to understand their
clients feelings correctly. They would need
to recognise and actually understand a feeling
to be able to reflect it back at the client

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

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

"So When you're feeling criticised, you feel

Frozen and unable to speak"

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)

- The worker is able to understand their clients
Feelings better
- The worker is able to help their client find
solutions to their problems
- The client feels respected

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

- Language barrier
- ~~all~~ cultural barrier

End of Paper

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