



BMHP3003 – Care in Communication

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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 45 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. List four active listening skills, both verbal and non-verbal, that the health care worker has used within the role play. (4 marks)

- * Good eye contact
- * Sitting Squarley in front of Patient
- * Nodding - Showing Understanding
- * Relaxed body language

2. Identify three person-centered counselling skills demonstrated within the roleplay. (3 marks)

- Open Posture
- Leaning in and repeating back how she felt
- eye contact with staying at the same tone of voice

3. How does the client respond when the counsellor reflects empathy? (1 mark)

____ Lowers tone of voice but still quite agitated
and frustrated when answering back.

4. Name two feelings that the health care worker reflects back to the patient in the role play. (2 marks)

- it sounds like you're feeling frustrated
you're struggling with making change.

5. How did the use of the open question of "what part of managing your diagnosis feels most difficult for you right now?" change the focus for the patient/client? (1 mark)

The client replied and was very frustrated due to the thought of taking things she likes away from her.

6. What clarifying question did the counsellor use to help the patient/client identify which foods she was struggling to change? (1 mark)

To clarify its the wine and chocolate your struggling to change along side some other eating habits.

7. What impact did the counsellor's Socratic question have upon the client's unhelpful beliefs? (1 mark)

The client went into detail on how her dad also had diabetes and used the phrase "It just feels that way" (deflated).

8. What feelings, thoughts and patient content did the health care worker summarise back to the client/patient? (3 marks)

The worker summarised back to the patient that she felt overwhelmed with the diagnosis, she was struggling to make changes but then realised you can, like switching from pastries to porridge in the mornings. It also sounds like you want to look after yourself but the gym makes you feel anxious. Have you considered any other exercise like walking? How do you feel as we end this session?

9. What feeling did the health care worker reflect back to the patient about their feeling of going to the gym? (1 mark)

The healthcare worker reflected back to the Patient about their feeling on going to the gym by advising maybe starting with a walk and see how they got on.

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

(4 marks)

In the beginning of this session the Patient was very frustrated. The HCW used a lot of skills like active listening both verbal and non verbal to communicate with the Patient throughout. As this session progressed the Patient had a lot of strong feelings about their diagnosis which was diabetes. This has had a big impact on her with having to change her eating habits. The HCW reflected back to the Patient their habits and then suggested healthier ones.

throughout this session the HCW asked open and closed Questions, Socratic Questions, How it has had an impact on the Patient and how the Patient will move forward from this.

Summarising the Session the Patient come across frustrated, Anxious, Overwhelmed and was scared of change.

The HCW showed empathy, listened carefully and then went on to suggest more Physical changes for the Patient who was apprehensive but willing to try light gym work and walks. The Patient left feeling more positive and will return in 2 weeks for a follow up appointment.

End of Paper