



BMHP3003 – Care in Communication

Student Name: Shantell Barnett

Student Number: 2502762

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.



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

BMHP3003 – Care in Communication

Student Name: Shantell Barnett

Student Number: 2502762

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)

eye contact

I hear what you are saying

It sounds to me that

empathetic

Sitting squarely opposite the patient so she felt relaxed and was being heard.

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

empathetic

reassured the patient - it sounds to me like
made the patient feel like they
were being heard - I can hear
what you are saying

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

The patient become more relaxed and had a more positive mindset about there recent diagnoses of diabetes type 2.

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

It sounds to me that you are feeling very anxious about you diagnoses.

I hear your feeling very overwhelmed.

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 patient felt that changing her diet was going to be impossible - like cutting out the chocolate, wine and ~~so~~ pastries.

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

What worries you the most about changing these things?

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

The counsellor challenged the patient by asking - How do you know that you could lose your eyesight like your dad have through you having diabetes. What evidence do you have?

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

I feel you are feeling overwhelmed, anxious and not in control right now.

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

I hear what you are saying
is that you're feeling scared,
overwhelmed and not in the
correct shape.

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)

When the patient met
with the counsellor she
expressed a variety of
emotions. She explained
that she was feeling
shocked, overwhelmed, angry

anxious and scared.

She explained that her dad had the same condition and is worried she could lose her eyesight just like him if she didn't forfill a more healthier life style.

The councillor then challenged the patient by asking questions like - what evidence do you have that suggests your going to be the same?

The patient started to become more relaxed and had a more positive look on thier diagnoses of diabetes and explained she was going to change the more

Sugary foods for more
healthier options. Take
up walking and look at
small classes at the
gym.

The patient left feeling
more relaxed, happier and
in control of her diagnoses.

End of Paper