



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

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)

the active listening that the health care worker has used was echoing what the patient was saying, reply with yes and ^{nodding} her head and also saying back what the patient have said to understand the situation and summarizing

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

1. ~~asked the patient to describe the problem~~ open question
2. ~~asked the patient to describe the problem~~ paraphrasing
3. ~~asked the patient to describe the problem~~ summarizing

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

*the client response with empathic answers and
echoing what she have said to the health care
worker*

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

anxious and 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)

~~managing~~ it changed in the client expressing how she felt when she found out about the diagnosis saying how it's made her feel overwhelmed and anxious.

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

she was struggling with wine and chocolate because she feels frustrated about having to check the calories in everything she eats

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

*she advises that maybe the client should
go for walks to help her not feel anxious*

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

*She summarised that the client felt overwhelmed
and anxious because her father had the same
diagnosis and the client does not want that
for her self*

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

the client felt overwhelmed

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)

the effectiveness of the centered counselling skills
were when the health ^{care} ~~care~~ ^{worker} ~~worker~~ asked
how she was feeling about her diagnosis she felt
anxious, overwhelmed, scared and ^{frustrated} ~~upset~~ then the
worker had asked ~~what~~ how her day to day
has ^{been} ~~been~~ the client respond as she feels
anxious and scared because she's going to

fail and that her father was ~~the~~ diagnosis with it
then the worker asked "I can see that you're overwhelmed"
then worker advise for the client to change her
eating schedule & said part of the client ^{wants} ~~to~~
to do day to day exercises because that's what
the patient have advised her to do the patient
thinks ~~working~~ working on small classes in the gym
will help her feel a bit better in herself. So worker
summarises and says that "It sounds like your diagnosis
have made you feel overwhelmed and your wanting
to start the gym and feel in control in yourself
to help you feel less overwhelmed and anxious".

End of Paper