



BMHP3003 – Care in Communication

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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? (1 mark)

*(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 two reasons why using paraphrasing skills in a health care worker-patient relationship is part of effective communication. (3 marks)

(Write around 2–4 sentences and include a citation)

According to Nelson-Jones
(2013) we use paraphrasing
so we are able ~~re~~ to rephrase
what the patient is explaining
in our own words.

We also use paraphrasing so
the patient has a different
perspective on their diagnosis.

3. Write out a counsellor's paraphrasing response to this client statement: (2marks)

Client: "I feel like no matter what I do, my boss always finds fault. It's exhausting trying to please her."

So what I'm hearing is
you feel like no matter what
you do your boss is always
trying to find faults ~~and~~ and it's
exhausting trying to please her is this correct.

Section B – Summarising

4. When is summarising most appropriately used? (1 mark)

(Multiple Choice – circle one correct answer)

- A. Only at the end of the final session
- B. After silence
- ☒ C. At key transition points and to close a session
- D. Whenever unsure what to say

5. Explain two differences between paraphrasing and summarising counselling skills: (3 marks)

(Write around 2–4 sentences and include a citation)

Paraphrasing is rewording what is being said to you in your own words.

Summarising is breaking down what they have said and saying it back to them.
McCorry, L.K and Mason, J. (2019).

6. Write out a summarising statement - include the patient's feelings, thoughts and content to this scenario: - (4 marks)

"Mrs. Jones had a stroke six weeks ago and has been in her house ever since. Mrs. Jones tells you that she feels isolated and lonely since having the stroke and that she is unable to leave the house alone. Even though

her GP has told her that her medication is at the correct dose, and she should feel fine, Mrs. Jones worries that she may feel dizzy walking on her own out of the house and may fall. She would like to have support in leaving the house and would like to attend a stroke support group.

So what I'm understanding Mrs Jones is that you had a stroke 6 weeks ago and you haven't been able to leave the house since, your feeling very isolated and lonely and you are unable to leave the house. Your Gp has stated your on the correct medication dosage, but your worried that if you leave the house alone you may become dizzy and could potentially fall. So you was hoping for a bit of support and would like to attend a support group. Is this correct?

Section C – Questioning Techniques (1 mark)

7. Which question encourages exploration?

(Multiple Choice – circle one correct answer)

- A. Closed
- ☒ B. Leading

C. Open

8. Describe the difference between a closed and open-ended question used in counselling. (3 marks)

(Write around 2-4 sentences and include a citation)

A closed question is a single answer like yes or no.
Open ended question allows them to build trust and relationships Burnard, P. (1997).

9. Write a clarifying question to help the counsellor strengthen the understanding of the client's statement: (1mark)

"I've just had enough of everything; I don't even know what I want anymore."

Has anything caused for
you to feel this way?

Section D – Attending Skills (5marks)

10. Write out what SOLER stands for:

S Sitting Squarely

O Open posture

L leaning in

E Eye Contact

R Relaxing

Interpersonal communication is the exchange of information, feelings and meaning between 2 or more people through verbal and nonverbal communication.

11. List 2 ways that verbal communication can take place between a health care practitioner and patient. (2 marks)

Tone of voice can make
the patient feel more calm.

A strong but comfortable eye
contact.

12. List 1 way that written communication can take place between a health care practitioner and patient. (1 mark)

Through email.

Section E – Reflecting Feelings (1mark)

13. 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

14. Which of the following best represents a reflection of feeling?
(1mark)

(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."

15. Which ONE of the following is not an example of a feeling word?
(1mark)

(Multiple Choice – circle one correct answer)

- A. Sad
- B. Confused
- C. Comfortable
- ☒ D. Explaining

16. Draw a line connecting each client statement to the corresponding feeling word. (4marks)

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

Section F – Effective communication

17. Which of the following factors may act as a barrier to a health care worker demonstrating unconditional positive regard towards a patient? (3marks)

(Multiple choice - Select the **THREE** correct answers)

- ☒ A. Personal biases or judgements about the patient's behaviour
- ☐ B. Maintaining professional boundaries
- ☒ C. Burn out or emotional fatigue
- ☒ D. Cultural misunderstandings between worker and patient
- ☐ E. Active listening skills

18. Which of the following are potential benefits for health care workers when they use person-centered skills in their practice

(Multiple choice- Select the **Three** correct answers (3marks))

- ☒ A. Improved therapeutic relationships with patients.
- ☐ B. Reduce professional boundaries with clients
- ☒ C. Increased job satisfaction and professional fulfillment
- ☒ D. Greater understanding of patients' experiences and needs
- ☐ E. Avoidance of emotional involvement with patients.

End of Paper

Reference List

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