

BMHP4021 - Counselling, Communication and the Therapeutic Relationship  
Student Name: Gemma Lewis  
Student Number: 2505408  
Assessment 1 - Paper 2  
Lecturer: Sharon Langford



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

## **BMHP4021 – Counselling, Communication and the Therapeutic Relationship**

Student Name: Gemma Lewis

Student Number: 2505408

### **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 used in the counselling relationship to put the client's message into your own words which will demonstrate understanding and listening skills (Reeves, 2018)*

---

---

---

---

---

**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 you're frustrated  
at work and feeling burnt out.*

---

---

---

---

## **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 )*

Summarising is linking all the key points together and working out where to go next, ~~like~~ such as where to go on your next counselling session. ( Nelson-Jones, 2013 ) ~~It is also closing~~  
It can also be used to close off your session.

Paraphrasing is used throughout the counselling skills and is showing your thought of what they are saying. and used to gather more information.

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

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

So, what your saying is your  
feeling lonely, stressed, at the  
moment and stressed and it's  
affecting your self esteem and  
also making it difficult for you  
to go catch up with friends/family.

## **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)*

Open Questions will ask for more  
information and require more feedback  
than yes or no.

closed questions will require a yes  
or no answer back. (Stafford and  
Band, 2020).

**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."

so, what I can understand is your  
feeling fed up and struggling  
to find your way.

---

---

---

## **Section D - Attending Skills**

**1. Write out what SOLER stands for:**

S \_\_\_\_\_

O pen Questions

L istening

E mpathy

R eflection

**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)*

Genuineness - Being open and honest

positive regard - non judgement

(McLeod, 2025)

---

---

---

---

---

---

---

### **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 )

It is important because it's showing the client that you are listening to them, this can lead to them feeling valued and sharing more information.

It shows you are understanding what they are saying and can show the client that you are focusing on them as an individual. ~~and~~  
(~~Higham, 2020~~ (Higham, 2020)).

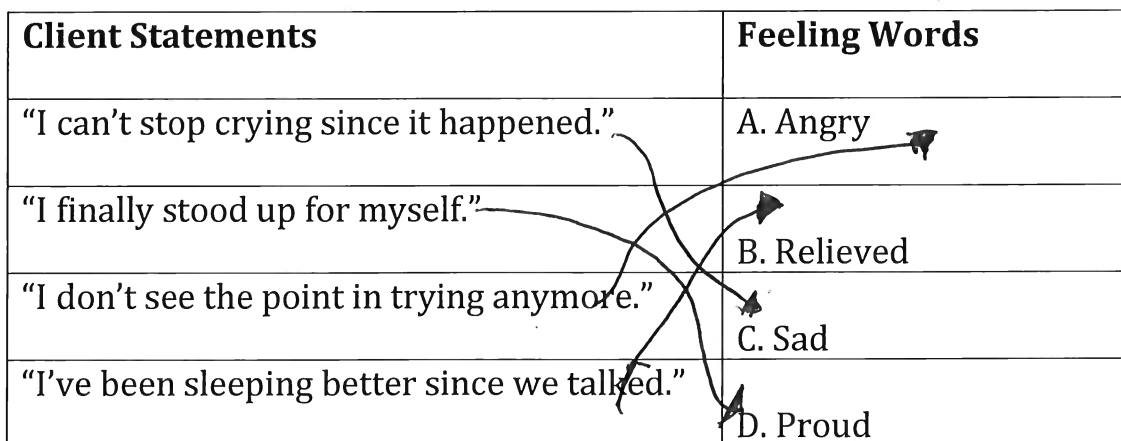
**5. Write out a reflection response to the following statement:**

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

So, what your feeling is your  
manager is making you <sup>feel</sup> uncomfortable  
and you are unsure how to  
manage it?

**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)**

empowerment for the client

Valued. - ~~Respected.~~

Respected. -

(Gault et al., 2017)

Individuality.

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

Culture

Sensory.

### Reference List

Gault, I., Shapcott, J., Luthi, A. and Reid, G. (2017) *Communication in Nursing and Healthcare. A Guide for compassionate practice*. London: SAGE publications Ltd.

Hingham, P. (2020) *Communication and interviewing skills for practice in social work, counselling and the health professions*. London: Routledge.

McLeod, J. (2025) *An introduction to counselling and psychotherapy: theory, research, practice, and social purpose*. 7th edn. Maidenhead: Open University Press/McGraw-Hill.

Nelson-Jones, R. (2013) *Introduction to counselling skills: texts and activities*. 4th edn. SAGE.

Reeves, A. (2018) *An introduction to counselling and psychotherapy: from theory to practice*. 2nd edn. London: SAGE

Stafford, M.R. and Bard, T. (2020) *Counselling skills in action*. 4th edn. SAGE publications.

[illegible]