

BMHP4021 - Counselling, Communication and the Therapeutic Relationship
BSC - Health and Social Care
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Assessment 2
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BMHP4021 – Counselling, Communication and the Therapeutic Relationship

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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?

(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 to show the client that the practitioner understands what is being said and understands their emotions and feelings.

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."

what I am gathering is you feel
frustrated that your boss finds fault
no matter what you do and it's
making you feel exhausted.

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)

One difference between paraphrasing
and summarising skills is that
paraphrasing is used during the session
and summarising is at the end.

Paraphrasing is also mostly in your own
words and summarising is repeating back
what the client has said.

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

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

Just to summarise what we
have discussed today, you are
feeling isolated and this feeling
has resulted in you experiencing
low confidence and feelings of
anxiety. you also find difficulty
in meeting people, ~~we~~ is that
correct?

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)

A open ended question is used
to allow the ^{counsellor} client understand
more about the situation and
a closed question usually just
requires a yes or no answer.

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."

"Just to clarify, what do you mean by you have had enough of everything?" The client will then express the specific issues and the counsellor will understand more deeply.

Section D – Attending Skills

1. Write out what SOLER stands for:

S _____

O pen _____

L ink _____

E _____

R epeat _____

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)

The counsellor will use _____

Verbal encouragers such as "Mhm", _____

"OK", "Tell me more". This _____

shows interest in what the _____

client is stating and they _____

may feel more comfortable _____

and understood during the _____

session. _____

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)

Reflection is important in building a ^{therapeutic} ~~therapeutic~~ relationship as it is important that the counsellor demonstrates understanding of the clients feelings as the client may feel unheard or that their feelings are being ignored. This could result in a lack of trust and they may feel uncomfortable sharing more information to the counsellor.

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

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

"It sounds like you get shocked
and anxious when criticised
at work and this results in a
loss of words."

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." C	A. Angry
"I finally stood up for myself." D	B. Relieved
"I don't see the point in trying anymore." A	C. Sad
"I've been sleeping better since we talked." B	D. Proud

7. List three benefits to health care workers using person-centered counselling skills. (include a citation)

One benefit of person-centered skills is that it gives clients a sense of autonomy.

A second benefit is that the client feels valued and understood.

A third benefit is that the counselor can gain more understanding of thoughts and feelings.

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

one barrier is that the patient may feel frustrated if their negative thoughts are turned to positive ones as they may feel like the counselor doesn't understand their emotions and how negative it's making them feel.

End of Paper

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