



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

BMHP4021 – Counselling, Communication and the Therapeutic Relationship

Student Name: Casey Mae Smith

Student Number: 2500517

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)

The main purpose for paraphrasing is to restate the information gathered from the service users and offer them a chance to add or correct ~~the~~ to the counsellors message. It also allows the service user to feel heard (Seehausen et al, 2012)

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 it sounds like you are exhausted
as no matter what your boss ~~makes~~ feel like
everything is your fault?

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

← this one

☐ 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)

The difference is paraphrasing is putting the clients words into your own. I normally happens after the end of a topic. ~~However~~ However Summarising normally is the important information at the end of the whole session (AIPC, 2009)

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

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

So to summarise this session
you are feeling isolated and you
find it difficult to meet new people due
to being anxious and having low confidence?

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)

Closed question dose not require to
much exploring it's normaly just a "yes"
or "no" answer. Open ended is questions
that will allow the cansdler to explore
further with the client (Harder, 2014)

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."

When did you begin to feel like this?

Section D - Attending Skills

1. Write out what SOLER stands for:

S _____

~~is~~ O _____

L ~~is~~ _____

E ncouragement _____

R _____

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 small verbal reward is encouragements.

Encouragements are "yeah" and "mhm". This

Shows the service user the counsellor is listening.

This also encourages them ~~to~~ to keep going.

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 to build therapeutic relationships as it allows the Service user to reflect. This will allow the Service User and Counsellor to build a real and trusting relationship as the Service user will feel understood (kypridemios, ~~2014~~ 2014)

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

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

So you feel like you can speak and
that you freeze when your manager
says something negative?

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

C —
D —
A —
B —

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

One benefit is the session stays centered on the service user. Second benefit is it allows the service user to fully open up and gain ~~the service user's~~ trust. Third of all it allows the healthcare worker to gain the information they need.

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

The health care worker might have different beliefs. And the healthcare worker may find it hard not to judge certain actions

End of Paper

Reference List

~~AIPC (2009). The art of asking good questions - crisis and trauma response institute [online] cetrinstitute.com. Available at: <https://cetrinstitute.com/blog/the-art-of-asking-good-questions/>.~~

AIPC (2009). Encouragers, Paraphrasing and summarising | Counselling Connection. [online] CounsellingConnection.Com. Available at: <https://www.counsellingconnection.com/index.php/2009/07/21/encouragers-paraphrasing-and-summarising/> [Accessed 16 Nov 2025].

Harder, J.V. (2019). The art of asking questions - crisis and trauma resource institute. [online] cetrinstitute.com. Available at: <https://cetrinstitute.com/blog/the-art-of-asking-good-questions/>.

Kypridemos, E (2014). The technique of reflection. [online] Counselling-directory.org.uk. Available at: <https://www.counselling-directory.org.uk/articles/the-techniques-of-reflecting-reflection> [Accessed 16 Nov 2025]

Seehausen, M., Bajbouj, M. and Prehn, K. (2012) effects of empathic paraphrasing - extrinsic emotion regulation in social conflict. Frontiers in psychology, [online] 3(482). doi: [10.3389/fpsyg.2012.00482](https://doi.org/10.3389/fpsyg.2012.00482) [Accessed 16 Nov 2025].