



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 resaying to the client what was said to make sure everything is correct and nothing is unheard by the counsellor.

Ref: Burnard, P. (2013) practical counselling and helping skills. 6th edn. Boston: Pearson.

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."

"I understood that you feel like
no matter what you do, your boss
finds a fault also it exhausting
for you to ~~try~~^{keep} try to please her."

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 used after the client has said a lot of information and you want to make sure you understand everything. also Summarising is used ^{at} the end of the ~~session~~ session.

* Paraphrasing is used to make sure in between the conversation that the counsellor understood everything.

ref- Hargie, O. (2011) Skilled Interpersonal Communication: Research, Theory and Practice 5th edn. London: Routledge.

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

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

'Thank you, I ^{just} ~~was~~ want to make
sure I have everything correct
so you have a hard and difficulty
meeting people which this makes
you feel isolation but also makes
you feel anxious and low
confidence in your self. 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)

✓ Closed question is when the counsellor says/asked the client a question to help understand more.

✗ Open-ended question is when the counsellor says words like yes, ok, sure,

Ref: Trevithick, P. (2012) Social Work Skills and Knowledge: A practice Handbook, 3rd edn. Maidenhead: Open University Press.

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."

Let me understand you had
enough of everything but you
isn't sure what ~~exactly~~ exactly
you ^{want} anymore?
~~needed~~

Section D - Attending Skills

1. Write out what SOLER stands for:

S _____

O _____

L _____

E _____

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)

Small verbal reward include

~~'yes' and 'doing great' 'well done'~~
'yes' 'ok' 'hm' 'mmm' 'unn'

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)

is important as counsellor
can see the ~~with~~ views of the
people without judging and the
client to feel a better connectio
with the counsellor also for the
client to feel in a better mood.

ref: Rogers, C. R. (1961) on Becoming a
person: A Therapist View of ~~the~~
~~the~~ Psychotherapy. Boston: Houghton
Mifflin.

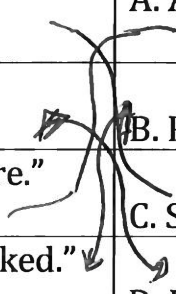
5. Write out a reflection response to the following statement:

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

Sometime is normal to feel
this way, have you tried to talk
to your munger and explain
what is happing?

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)

Understanding
helping better
no judgement.

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

body language.
The way people think.

End of Paper