



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

BMHP4021 – Counselling, Communication and the Therapeutic Relationship

Student Name: Olabisi Obadare

Student Number: 190 49 23

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 in the counselling shows being
empathic and more understanding of what
is been saying (Nelson-jones, R. 2015).

Emphasised more on the person-centred
(Bager-charleson, S. (2020) Confirming the
person-centred is being listening to and
understood his/her situation and

Focuses on single lines rather than
lines. Restating and gives assurance
that the session is well maintained with dignity.

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."

As you just said now, despite all
your hardworking and towards your job
your boss did not recognise but rather
them given it out and it can be really
exhausting 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)

Paraphrasing

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

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

Let recap all what has been said
in the session.

You feel been Isolated, low Confidence,
anxious feeling and difficulty meeting people.

and We have discussed what help in

Place for you and where to get it from.

We discussed about you going out more,

make connection with new friends, look

for interest of what to do. like joining the

the freedom leisure centre, if you like

to travel explore more opportunities. Build

more Confidence by volunteering at any

Coffee Shop around you to build personal

interactions and get to meet new people.

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 used to gather information

Encourage person – respond.

Closed question – more about the purpose and emotion

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."

If I can get you correctly, you
have had enough of everything, you
have given up because everything seems
not to work for you. If ~~that~~
~~have tried to~~ Because you have
tried different things with no good result ending.

Section D - Attending Skills

1. Write out what SOLER stands for:

S itting Squarely

O pen posture

L ean forward to show interest in the session

E ye contact

R elaxed body

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)

Make sure to understand everything

been said

Yes

feeling emotional

you can do better

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)

Using reflection will have a great positive impact on someone's lives for a room for development. (mahon, D (2023)

Reflective on something that has gone wrong and make necessary improvement gives and opportunities for a better chances to be great. (moss, B, (2017).

Practising therapeutic relationship build a strong relationship between each and gives better understanding that is in place. (Midwinter, R. and Dickson, J. (2015).

Reflection gives room and making skills and theory more efficient and accuracy. (Hough, M. (202).

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

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

Have you tried to know why your
manager criticises ~~at~~ what purpose
does your manager criticises you.
Is it because you were doing something
wrong / bad and you are not open to
be corrected or improved at what time does
this criticism happen morning / evening.

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)

- Emotion-focused (Elliot, R. and Greenberg, L. (2021))
- Reflective practise and personal development in counselling (Bager-Charlerson, S. (2020))
- Communication and interviewing skills for practice in social work counselling.

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

Communication barriers (Language)
Being judgemental.

End of Paper

Reference List

Moss, B. (2017) *Communicative skills in health and social care*. 4th edn. London: SAGE

Higginson, P. (2020) *Communication and Interviewing Skills for practice in social work, counselling and health professions*. 1st edn. Abingdon: Routledge.

Hough, M. (2021) *Counselling skills and theory*. 5th edn. London: Hodder Education.

Nelson-Jones, R. (2015) *Nelson-Jones' theory and practice of counselling and psychotherapy*. 6th edn. London: SAGE Publications Ltd

Midwinter, R. and Dickson, J. (2015) *Embedding Counselling and Communication Skills: a relational skills model*. 1st edn. Abingdon: Routledge.