



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

BMHP3003 – Care in Communication

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Instructions to Students

You will observe a recorded role play twice.

- **During the first viewing, make notes and observe carefully.**
- **During the second viewing, you may begin writing your responses.**

You have 45 minutes to complete this paper after the second viewing.

Answer all questions in the spaces provided.

Write clearly and legibly. Use the additional pages provided if required.

Marks will be awarded for clear understanding, application of counselling theory, and the ability to link observation to counselling process skills.

1. List four active listening skills, both verbal and non-verbal, that the health care worker has used within the role play. (4 marks)

Smiling, Nodding

Eye contact

Active listening

Moving hands and body

2. Identify three person-centered counselling skills demonstrated within the roleplay. (3 marks)

Reflecting

Active listening

Summarizing

3. How does the client respond when the counsellor reflects empathy? (1 mark)

She was so ^{felt} ~~positive~~ overwhelmed,
scared, anxious

4. Name two feelings that the health care worker reflects back to the patient in the role play. (2 marks)

Since she express her concern
and support about her diagnosis
and how she was going to
help.

5. How did the use of the open question of "what part of managing your diagnosis feels most difficult for you right now?" change the focus for the patient/client? (1 mark)

This give her the opportunity to talk about about her diagnosis and how she felt. And how her dad was been diagnosed.

6. What clarifying question did the counsellor use to help the patient/client identify which foods she was struggling to change? (1 mark)

To start with a little proportion of food/diet and do so

7. What impact did the counsellor's Socratic question have upon the client's unhelpful beliefs? (1 mark)

Is to be going to the gym and doing exercises.

8. What feelings, thoughts and patient content did the health care worker summarise back to the client/patient? (3 marks)

The health care worker told her about some changes like doing some exercise, changing her diet, or walking in every morning can bring some changes to her.

9. What feeling did the health care worker reflect back to the patient about their feeling of going to the gym? (1 mark)

Some changes like exercise or going to the gym will be better for her.

10. Write a paragraph evaluating the effectiveness of using person-centered counselling skills and a variety of questioning skills with the patient in this session. (Continue on the next page if necessary).

(4 marks)

Person centered counselling skills is very important in health and social care and is effective because when especially someone with mental health it gives the person the opportunity to open up and speak her emotions.

End of Paper