



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

BMHP3003 – Care in Communication

Student Name: Demian Kwapisz

Student Number: 2321416

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)

Fully present

eye contact

Nodding

Paraphrasing

Open ended questions

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

Unconditional positive regard

Empathy

Congruence

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

The client responded by
feeling validated, heard, safe
and valued.

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

uncertainty
being overwhelmed

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)

~~Change~~. Shift the focus from
clinical compliance to the
patient subjective experience.

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

what kind of food ~~is~~ are you
struggling the is that

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

Encourages the patient to self reflection and promote critical thinking.

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

Health care worker summarised following content; the patient is struggling with diabetes type 2, at this moment is very difficult for the patient to adjust so many changes. The patient is feeling overwhelmed, struggling to change the diet. Regarding to exercises, the patient is not feeling confident to attend the gym, would choose

going for a walk instead.

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

anxiety

uncertainty

fear

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)

Applying a person centered approach established a foundation of trust that allowed a patient to lead the narrative.

By consistently demonstrating empathy, unconditional positive regard and congruence the safe space has been created where the patient felt heard and valued

rather than judged. Use varied
of questioning skills significantly
enhanced ~~more~~ dialogue and
therapeutic process.

End of Paper