

BMHP4021 - Counselling, Communication and the Therapeutic Relationship
Student Name: Melissa O'Sullivan
Student Number: 2116596
Assessment 1 - Paper 2
Lecturer: Sharon Langford



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

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 used to give back the client information in your own ~~use~~ words. It shows the client ~~too~~ that you are listening to them and giving them a chance to hear their thoughts. making sure the counsellor is understanding what is being said.

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 I'm getting that you are
feeling exhausted trying to
please^{your boss}, as you feel no matter
what you do, your boss always
finds 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
- 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 what ~~you~~ a
Counsellor has heard and is
giving the information back as
a whole. Where as paraphrasing
is the clients thoughts / feelings
and the counsellor putting them
into their words.
Summarising can be used at the
start of a session if ^{the client} ~~has~~ ~~been~~ ~~here~~
been before, it's like a recap on
the last session.

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

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

So from today there is evidence
that you are having difficulty
with the feeling of Isolation,
you are struggling with low
confidence and anxious feelings.
You are also finding it difficult
meeting people & this right?

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)

~~a~~ closed questions are to end that part of the topic for example. that was how you felt ^{last} ~~last~~ week was it?

where an open questions invites you to elaborate on an ~~ans~~ answer or ask more questions on the subject being spoken about.

(Ancland, J. 2025).

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."

What is making you feel
like you have had enough?

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)

yes I hear you.

I'm sorry you feel that way.

© (Gault, I, Shapcott, J. Luthi, P

and Reid, G. (2017).

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 as it gives the counsellor a chance to revisit what has happened during a session. It helps to review the situations and build trust and bonds with a client.
(Higham, P. 2019)

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

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

You said your manager makes
you freeze when they
criticises you to a point you
feel unable to speak, is
this how you feel?

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." (C)	A. Angry
"I finally stood up for myself." (D)	B. Relieved
"I don't see the point in trying anymore." (A)	C. Sad
"I've been sleeping better since we talked." (B)	D. Proud

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

you are listening to the clients views, and are able to relay ~~to~~ make sure it's correct.

It's a one on one basis and helps build relationship.

It is more personal and may be a better setting for client to open up. (McLeod, 9 2017)

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

The patient being not reactive to positive input

End of Paper

Reference List

Nigam .P, (2019) Communication and interviewing Skills, Counseling and the health profession. London: Routledge.

Gault, Z. Shapeott, J. Luthi, P. and Reid, G. (2017) Communication in nursing and Healthcare. A Guide for Compassionate practice. London: Sage Publications.

McLeod, J. (2025) An introduction to Counselling and psychotherapy ~~book~~ & theory, research, practice and social purpose. 7th edition. Maidenhead: Open University Press / McGraw-Hill.