



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

BMHP4021 – Counselling, Communication and the Therapeutic Relationship

Student Name: Shaneade Doyle.

Student Number: 2405436.

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 during counselling is to show you've understood what the client has stated. It's repeating back to the client what they've stated but using your own words, this ensures the client that you've been listening and it also gives client opportunity to expand on their worries if need be.

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."

It sounds to me your feeling
exhausted because you feel like you
always get to please your boss, but
no matter what you do she
always finds little errors to
call you out on, is that correct?

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 can be used at any point during a session, where as summarising is mostly at the end. When you summarise you focus on key main points.

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

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

So today we've discussed about how you find it hard to go out and meet people therefore you're feeling isolated. We've talked about how your low confidence and anxiety has a major part in this and we've looked at strategies we could use when we get these feelings. Is there anything else you would like to cover that we haven't already?

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 are usually a 'yes' or 'no' answer. Open question is when client can elaborate.

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."

Can you explain to me why
you're feeling like this? what
do you mean when you say
'everything'?

Section D - Attending Skills

1. Write out what SOLER stands for:

S sitting squarely
O open posture
L leaning slightly forward.
E eye contact
R relax

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)

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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)

It shows that you have listened to the client and that you've understood everything they've said. It makes the client feel valued and respected which would result in them trusting you and being more open.

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

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

It sounds to me your feeling quite shocked and possibly scared when your manager shouts at you which is why you tend to freeze or get lost for words.

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 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)

Promote dignity, ~~self~~ shows respect and makes people feel valued.

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

Lack of trust the client has for counsellor, time deadlines i.e. not having a busy schedule or if you were in a fast paced environment.

End of Paper

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