

STUDENT MANUAL

Learn the model • play the scenarios • record your decisions

YEAR 11 BUSINESS • THREE BUSINESS SCENARIOS • 10–15 MINUTES PER SCENARIO

1. Your mission

Businesses change to respond to customers, costs, technology and competition. But a change can create resistance. In Change Makers you will use Kurt Lewin's Force Field Analysis to decide what supports or opposes a proposed change.

What you will do

1. Read the proposed change for your chosen business.
2. Identify which forces support the change and which support the current state.
3. Give each force a score from 1 (weak) to 5 (strong).
4. Compare the totals: Driving total minus Restraining total = Difference.
5. Choose actions within the nine-point effort budget.
6. Review your result and complete the team scorecard. Print, copy or capture it for submission.

Your game options

Level	Business	Your challenge
1 – Guided	BYTEBITE Burgers	Classify supplied forces and score them.
2 – With help	RETHREAD Streetwear	Write four Driving and four Restraining forces; hints are optional.
3 – Independent	NEXTLEVEL Cinema	Write at least two and up to four forces on each side; no hints.

Team details

Team name: _____

Scenario: _____

Date: _____

2. Force Field Analysis: how it works

LEFT	CENTRE	RIGHT
Driving forces →	Proposed change	← Restraining forces
Support the change	Compare the total scores	Support the current state
Score in the outside LEFT column	Difference = Driving − Restraining	Score in the outside RIGHT column

A positive Difference means the total Driving score is larger. A negative Difference means the total Restraining score is larger. A result of zero means the totals are equal.

Worked example

Suppose a shop wants to introduce online ordering. You rate “faster service” as 4 and “more customers” as 3, giving a Driving total of 7. You rate “staff training needed” as 3 and “installation costs” as 2, giving a Restraining total of 5. The Difference is 7 − 5 = +2.

This does not guarantee the change will work. It shows how your current judgement compares the forces.

Choosing scores

Score	Meaning
1	Very weak influence
2	Weak influence
3	Moderate influence
4	Strong influence
5	Very strong influence

Quick check

Driving total = 14 and Restraining total = 17. Difference = _____

Does this favour the proposed change? Explain:

3. Playing the game

7. From the opening picture, select Play to watch the introduction (or go straight to the menu).
8. Choose a business scenario and read the mission carefully.
9. Identify the forces. BYTEBITE supplies force cards; RETHREAD and NEXTLEVEL ask you to write your own.
10. Score each force from 1 to 5 and compare the totals. Explain why you chose each rating.
11. Select actions to improve the balance. Each action costs effort; you have up to nine points to spend.
12. Check the new Difference. Consider whether any action creates another problem.
13. Enter your team name and answer “What other Driving force or Restraining force might be missing?”
14. Use Print scorecard if available, or Copy scorecard and paste it into a document. You can also capture the on-screen results.

Before clicking an action

- Which force will this action affect?
- Will the action strengthen a Driving force or weaken a Restraining force?
- Is it worth the effort points?
- Could it create a new problem for someone else?

Music and navigation

You can switch music off or change the volume in Settings. Use Return to menu to choose another business. Your introduction video has separate audio controls.

Useful sentence starters

- “This is a Driving force because…”
- “We rated this as strong because…”
- “Our action addresses the concern about…”
- “The Difference changed because…”
- “We would investigate… before deciding.”

4. Scenario notes – BYTEBITE Burgers

Level 1: Guided

Proposed change: the business wants to introduce ordering tablets. Consider the effect on speed, staff, costs and customers.

What is the owner trying to improve?

Which Driving force seems strongest? Why?

Which Restraining force needs the most attention? Why?

What action would you choose first?

5. Scenario notes – RETHREAD Streetwear

Level 2: With help

Proposed change: switch to verified ethical suppliers and recycled fabrics. A hoodie could rise from A$55 to A$75. You must enter four Driving and four Restraining forces. The Need help? button provides optional examples.

Driving forces →	← Restraining forces
1. _____	1. _____
2. _____	2. _____
3. _____	3. _____
4. _____	4. _____

Which customers may support or resist the price change?

What evidence would you want before choosing an action?

6. Scenario notes – NEXTLEVEL Cinema

Level 3: Independent

Proposed change: convert two of six cinema screens into an esports arena. Enter at least two Driving and two Restraining forces; you can add up to four on each side. There is no hint bank.

Driving forces →	← Restraining forces
1. _____	1. _____
2. _____	2. _____
3. _____	3. _____
4. _____	4. _____

What is the biggest business opportunity?

What could the business lose?

7. Decision and reflection

Complete this page after playing any scenario

Business: _____

Our original Driving total: _____ Restraining total: _____

Our original Difference (Driving − Restraining): _____

Our final Difference after actions: _____

What was your most effective action? Explain.

Which important force might still be missing?

Would you recommend the proposed change? Why or why not?

Remember: your scorecard records your game choices. Use your own evidence and reasoning to explain them.

FORCE FIELD ANALYSIS

Change Makers | Student activity worksheet

Team: _____ Scenario: _____

Write the proposed change in the centre. Record forces on the correct side and rate their strength from 1 (weak) to 5 (strong).

Score	Driving forces →	Proposed change	← Restraining forces	Score
		PROPOSED CHANGE _____ _____ _____		
____	**Driving total**	**Difference: ____**	**Restraining total**	____

Difference = Driving total − Restraining total.

Actions to strengthen Driving forces or weaken Restraining forces:

_____

_____

Which force might be missing? _____

A stronger total does not guarantee the change will succeed. Explain your judgement using the forces and actions.